East Central Illinois Area Agency on Aging, Inc.

Planning and Assessment Process Executive Report For FY 2019



Produced May 16, 2018

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East Central Illinois Area Agency on Aging, Inc.

COMPILED 2017 PERFORMANCE REPORT

To Constituents on

Legal, Nutrition, Caregiver Advisory, Grandparents Serving Grandchildren, and Coordinated Points of Entry or Senior Information Services



East Central Illinois Area Agency on Aging, Inc.

A 2017 Performance Report to Constituents *on* Legal, Nutrition, Caregiver Advisory/Grandparents Serving Grandchildren, and Coordinated Points of Entry/Senior Information Services

ECIAAA Mission Statement: We are dedicated to enhancing the quality of life for Older Americans and their families by providing information about and access to a variety of services in their community in the 16 counties of East Central Illinois.

Who We Are

We are a non-profit organization, founded in 1972, and authorized under the federal Older Americans Act and the Illinois Act on Aging to plan and administer services for older adults, persons with disabilities, caregivers, and grandparents.

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We plan, coordinate, and advocate for the development of a comprehensive service delivery system for an estimated 180,000 persons 60 years of age and older, persons with disabilities, caregivers, grandparents and other relatives raising children in communities throughout the 16 counties of east central Illinois.

There are 618 Area Agencies on Aging in the United States, authorized by the federal Older Americans Act. ECIAAA is one of thirteen Area Agencies on Aging authorized by the Illinois Act on Aging and designated by the Illinois Department on Aging. We serve Planning and Service Area 5.

In accordance with the Older Americans Act, ECIAAA targets services to older individuals with greatest economic need, low income minority older individuals with great economic need, older individuals with greatest social need, older individuals with limited English proficiency, older individuals residing in rural areas, individuals with severe disabilities, and older individuals at risk for institutional placement.

Our organization is governed by a Corporate Board comprising twenty members representing 16 counties. The Corporate Board establishes policies and priorities, and makes decisions about programs and funding.

We are also advised by an Advisory Council comprising up to 32 members, with a majority of members 60 years of age and older. The Advisory Council informs us about the needs and preferences of older persons, persons with disabilities,

caregivers, and grandparents, and provides advice on the Area Plan and senior services.

What We Do

We plan, coordinate, and advocate for the development of opportunities and services to achieve outcomes that promote the health, strength, independence, dignity, and autonomy of older persons and persons with disabilities, and support families caring for older persons, and grandparents and other relatives raising children.

How We Do It

An important part of what we do is making grants to community-based organizations to provide direct services to older adults, persons with disabilities, caregivers, and grandparents. This report describes the legal, nutrition, caregiver, and information services these organizations, called Service Providers, are providing and, more importantly, explains how the services are impacting older adults, persons with disabilities, caregivers, and grandparents.

Results: A Summary of 2017 Outcomes

During FY 2017, Service Providers utilized \$4,392,511 to assist 20,225 older persons. The cost benefit derived by enabling these individuals to continue living in the community versus a nursing facility is immense. The State of Illinois' median cost of care for a semi-private room in a nursing home is \$187/day. Assuming a minimum 25% of the 20,225 individuals living in the community we served are at-risk of institutional-living, our services have saved older persons and taxpayers nearly \$317 million.

Outcome #1: Older adults served by Coordinated Points of Entry/Senior Information Services are empowered to engage in services and improve their quality of life.

The Coordinated Point of Entry/Senior Information Services Program provided by the ECIAAA is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.

Outcome #2: Caregivers are supported to enable them to continue caring for their loved ones.

The caregiver services provided by the ECIAAA are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups to better equip them to cope with the responsibilities of caring for their loved ones. Caregiving services enable older adults to continue living in their homes.

Outcome #3: Older adults have improved food security and reduced social isolation.

Nutrition services provided by the ECIAAA are improving food security, increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.

Outcome #4: Older adults receive specialized legal services to address their legal needs.

Legal services provided by the ECIAAA are promoting the independence and financial stability of older persons by increasing their knowledge and understanding of consumer, legal, medical, and financial rights and responsibilities.

We have two performance goals that permeate all services and programs:

1. Older Americans will have successful transitions between all services and levels of care.

Results: CRIS Healthy Aging Center, in conjunction with Carle Foundation Hospital and Presence Health, is conducting a program aimed at providing community-based services to prevent hospital readmissions of Medicare patients within 30-days. During FY2017, 2,821 Medicaid patients living in Champaign and Vermilion Counties were seamlessly transitioned from the hospital to in-home care. ECIAAA is awaiting evaluation information and remains committed to supporting care-transition services that bridge Medicare and human services.

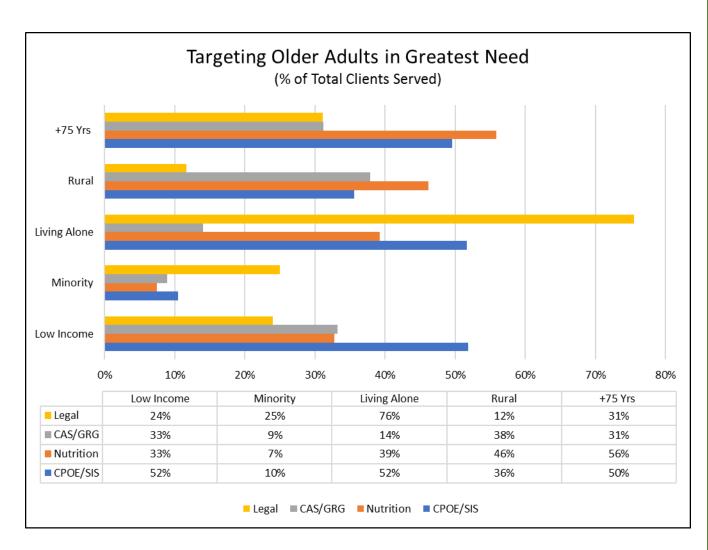
2. Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services.

Results: ECIAAA budgeted \$84,588 for six organizations to disseminate evidence-based, healthy aging programs. In total, 295 older adults participated in the programs, attending a total of 3,277 individual class sessions. The programs included Chronic Disease Self-Management Program, Diabetes Self-Management Program, A Matter of Balance, Strong for Life, and Program to Encourage Active Rewarding Lives for Seniors. *Cost Benefit:*

Based on healthcare costs savings as determined by the Centers for Medicare and Medicaid Services, participants in A Matter of Balance workshops saved \$70,444 in healthcare costs; and based on the costsavings reported by BMC Public Health, participants in the Chronic Disease Self-Management Program experienced a savings of \$1,322.



In accord with mandates of the Older Americans Act, we also target services to those in greatest need. The chart below depicts the demographic and socioeconomic factors that define "greatest need" and reflects targeting outcomes of Service Providers in FY2017.



Participants Tells Us How Services Affect Them

We measure performance through participant feedback and data collected by Service Providers. They utilize the Performance Outcome Measurement Project (POMP) Survey, developed by the Administration for Community Living, to annually solicit feedback from randomly-selected participants. The POMP Survey questions are answered by individuals receiving nutrition, caregiver, and senior information services; legal services solicit client feedback but do not use the POMP survey instrument. Several Service Providers also administer additional surveys to collect information that enables us to determine the impact these services are having on older adults in east central Illinois.

East Central Illinois Area Agency on Aging 2017 PERFORMANCE REPORT: COORDINATED POINT of ENTRY/ SENIOR INFORMATION SERVICES

Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.

The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority in FY2017. The East Central Illinois Area Agency on Aging (ECIAAA) budgeted \$991,992 for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

The ECIAAA funded 11 organizations (Service Providers) to provide Coordinated Points of Entry/Senior Information Services throughout its 16-county geographic service area:

- Family Service Senior Resource Center- Champaign County
- Life Center Senior Services- Clark and Cumberland Counties
- Coles County Council on Aging- Coles County
- Community Care Systems, Inc.- DeWitt, Livingston, McLean, and Shelby Counties
- Mid-Illinois Senior Services- Douglas and Moultrie Counties
- Chester P. Sutton Community Center- Edgar County
- Ford County Health Department- Ford County
- Volunteer Services of Iroquois County- Iroquois County
- Macon County Health Department- Macon County
- Piatt County Services for Seniors- Piatt County
- CRIS Healthy Aging Center- Vermilion County

Coordinated Points of Entry/Senior Information Services serve as a "central clearinghouse" for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and "warm transfers"; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Enhances Services Program (ESP) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems (AIRS).

Cost Benefit: CPOE/SIS Service Providers enrolled older adults in the following programs, saving East Central Illinois Medicare beneficiaries a total of \$6,902,779 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
Medicare Part D	1,691	\$3,288,995*
SSA Extra Help (LIS)	653	\$2,612,000**
Medicare Savings Plan	623	\$1,001,784***
TOTAL		\$6,902,779

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*Based on an average savings of \$1945 per beneficiary, Source: Centers for Medicare and Medicaid Services;

based on a savings of \$4000/year, Source: Social Security Administration; *based on a savings of \$134/month, Source: Medicare.gov.

Performance Results: Level of Service and Persons Served

The CPoE provided 41,393 units/hours of service to 14,302 persons throughout the 16-county geographic service area.

СРоЕ	County	Units	Unduplicated Persons
Family Service Senior Resource Center	Champaign	11,367	1,486
Life Center Senior Services	Clark	1,822	345
Life Center Senior Services	Cumberland	828	299
Coles County Council on Aging	Coles	2,444	1,379
Community Care Systems, Inc.	Dewitt 🔨	1,704	544
Community Care Systems, Inc.	Livingston	858	484
Community Care Systems, Inc.	McLean	3,674	1,075
Community Care Systems, Inc.	Shelby	931	422
Mid-Illinois Senior Services	Douglas	1,206	857
Mid-Illinois Senior Services	Moultrie	2,022	246
Chester P. Sutton Community Center	Edgar	1,962	651
Ford County Health Department	Ford	694	272
Volunteer Services of Iroquois County	Iroquois	3,277	1,817
Macon County Health Department	Macon	3,588	2,166
Piatt County Services of Seniors	Piatt	1,506	342
CRIS Healthy Aging Center	Vermilion	3,510	1,917
TOTAL UNITS & PERSONS SERVED	16 Counties	41,393	14,302

Performance Results: Targeting Those in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

CPoE/SIS Services	Unduplicated		
Participants: Minority	Persons		
White – Hispanic	112		
American Indian/Alaska Native	18		
Asian	39		
Black – Non/Hispanic	1,193		
Black -Hispanic	15		
Black - Ethnicity Missing	3		
Native Hawaiian - Other Pacific	0		
Islander	8		
Other Races	110		
TOTAL MINORITY	1,498		
SERVED	1,490		
CPoE/SIS Services	Unduplicated		
Participants: Overview	Persons		
	I CI SUIIS		
Rural	5,084		
Rural	5,084		
Rural Living Alone	5,084 7,387		
Rural Living Alone Low Income	5,084 7,387 7,421		
Rural Living Alone Low Income Low Income – Minority	5,084 7,387 7,421 937		

Performance Results: Impact of CPoE/SIS Services

Older adults and disabled persons experience an improved level of financial security.

- Service Providers assisted older adults in applying for benefit programs enabling them to save money on rent and utilities;
- Service Providers counseled and/or assisted older adults with Benefits Access applications providing seniors and persons with disabilities free transit rides and a Secretary of State license plate discount, resulting in an individual savings of \$76 per year.

- Starting Point Your ADRC/Macon County Health Department enabled participants to save \$221 each per year on a Rides Free Program bus pass.
- CRIS Healthy-Aging Center helped older adults received free rides from Danville Mass Transit.

Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.

- Service Providers counseled and/or assisted older adults in enrolling in Medicaid and Medicare Part D;
- Service Providers counseled and/or assisted older adults in making applications for insurance and prescription drug savings such as the Senior Health Assistance Program (SHAP); Social Security Administration's Low-Income Subsidy (to receive a reduction on Medicare Part D premiums; Medicare Savings Program (a savings of at least \$105/month); Medicare Part B Prevention and Wellness benefit, and other prescription drug assistance program options.

Older adults are improving their overall health and well-being.

- By engaging in CPoE/SIS, older adults have access to medical care to maintain or improve their health;
- Service Providers provide older adults with access to evidence-based Healthy Aging programs such as the Chronic Disease Self-Management Program, Diabetes Self-Management Program, and "Strong for Life" exercise classes;
- Service Providers refer older adults to congregate meal, home-delivered meal, and home care assistance programs in their communities.

Older adults are experiencing independence and improved quality of life.

- 99% of participants contacting the CPoE/SIS found the information they were given to be helpful in resolving matters;
- Nearly 58% of the participants contacting the CPoE/SIS were seeking information and 54% requested services;
- 99% of participants were satisfied with the way their call was handled and 99.7% would recommend the service;

- Follow-up activities by Service Providers ensured that participants had a successful care transition between services and levels of care;
- The provision of Options Counseling enabled older adults to make decisions about living arrangements based upon their needs and the services that are available to them to help them continue living at home;
- 89% of the participants in Volunteer Services of Iroquois County's survey reported an increased ability to live independently;
- Family Resource Service Center reports that 100% clients avoided nursing home placement for 6 months or longer while engaged as a CPoE client;
- By accessing benefit and savings programs, older adults have more money to purchase food, prescription drugs, and other necessities.

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East Central Illinois Area Agency on Aging 2017 PERFORMANCE REPORT: CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING GRANDCHILDREN (GRG)

Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).

The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.

During FY2017, the ECIAAA budgeted \$321,984 federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG).

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal

adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

The ECIAAA funded nine organizations (Service Providers) to deliver these services in its 16-county geographical service area:

- Family Service Senior Resource Center for Champaign and Piatt Counties
- Community Care Systems, Inc. for Clark, Cumberland, DeWitt, Livingston, and McLean Counties
- Coles County Council on Aging for Coles County
- Mid-Illinois Senior Services for Douglas, Moultrie, and Shelby Counties
- Chester P. Sutton Community Center for Edgar County
- Ford County Health Department for Ford County
- Volunteer Services of Iroquois County for Iroquois County
- Macon County Health Department for Macon County
- CRIS Healthy-Aging Center for Vermilion County

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver;* and, provide Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

Cost Benefit: Although local data is not yet available to calculate costs, the AARP Public Policy Institute indicates the value of unpaid caregiving in the United States totals \$470 billion per year. Nationwide, there are 43.5 million caregivers providing care to adults 18 years of age and older with a disability or illness. Sixteen million adult family caregivers care for someone who has Alzheimer's disease or other dementia. The value of unpaid caregiving exceeds the value of paid home care and total Medicaid spending in the same year.

Performance Results: Level of Service and Persons Served

Service Providers provided a total of 7,058 units/hours of CAS service to 902 caregivers, and 2,374 units/hours of GRG services to 227 grandparents:

CAS	County	CAS Units	CAS Unduplicated Caregivers	GRG Units	GRG Unduplicated Persons
Family Service Senior Resource Center	Champaign	1,398	127	228	17
Family Service Senior Resource Center	Piatt	174	24	53	5
Community Care Systems, Inc.	Clark	542	92	204	14
Community Care Systems, Inc.	Cumberland	451	73	84	6
Community Care Systems, Inc.	Dewitt	242	20	51	4
Community Care Systems, Inc.	Livingston	55	6	52	4
Community Care Systems, Inc.	McLean	856	94	563	22
Coles County Council on Aging	Coles	316	155	186	39
Mid-Illinois Senior Services	Douglas	693	37	21	3
Mid-Illinois Senior Services	Moultrie	762	27 0	49	12
Mid-Illinois Senior Services	Shelby	28	2	23	7
Chester P. Sutton Community Center	Edgar	160	43	177	16
Ford County Health Department	Ford	112	9 []	28	2
Volunteer Services of Iroquois County	Iroquois	174	26	98	11
Macon County Health Department	Macon	125	36	54	14
CRIS Healthy Aging Center	Vermilion	970	131	545	51
TOTAL UNITS & CAREGIVERS/PERSONS	16 Counties	7,058	902	2,416	227
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Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors in the chart below indicate the
services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White – Hispanic	6	1
American Indian/Alaska Native	-	-
Asian	2	-
Black – Non/Hispanic	51)	34
Black -Hispanic	_	$\langle \rangle $
Black - Ethnicity Missing	12 <u>-</u> 2.	12-
Native Hawaiian - Other Pacific Islander	1	ST.
Other Races	6	-
TOTALS – MINORITY	66	35
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren
Rural	350	78
Living Alone	137	22
Low Income	Y 264	111
Low Income – Minority	21	23
Limited English	7	4
+75 Years Old	327	25

Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.

- 57% of caregivers report they have received education or training, including counseling or support groups, to help them make informed decisions;
- 78% of caregivers report receiving information to connect to the services and resources they need;
- More than 60% of caregivers report the information and services they receive are helping them;
- More than 87% of caregivers rate caregiver support services as good, very good, or excellent;
- Nearly 75% of caregivers indicate the support has helped them to be a better caregiver;
- 32% of caregivers are providing all the care to their loved ones;
- Most caregivers are spouses caring for a spouse, and nearly 63% of the caregivers live in the same house with the care recipient;
- 67.5% of caregivers indicate the services they are receiving have alleviated the difficulties of caregiving.

Caregivers are enabling their loved ones to continue living at home.

- 71% of caregivers report the program has enabled to provide care longer;
- 35% of caregivers indicate that without this service, their loved ones would be living in a nursing home;
- 13% say they would be living in an assisted living facility.

East Central Illinois Area Agency on Aging 2017 PERFORMANCE REPORT: NUTRITION SERVICES

Performance Outcome #3: Older adults have improved food security and reduced social isolation.

Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.

During FY2017, ECIAAA budgeted \$604,814 in federal Older Americans Act Title III-C and Nutrition Services Incentive Program funds for congregate nutrition and \$2,337,186 in III-C Federal and State GRF support for home-delivered meals. Congregate meals are served at familiar locations, such as senior centers, to promote health and reduce isolation; home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

The ECIAAA funded four organizations (Service Providers) to deliver congregate and home-delivered meals throughout its 16-county geographic service area:

- Peace Meal Senior Nutrition Program, sponsored by Sarah Bush Lincoln Health System, provides congregate and/or home delivered meals sites in 14 counties, including Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Iroquois, Livingston, McLean, Moultrie, Piatt, and Shelby.
- CRIS Healthy-Aging Center provides congregate meals in Vermilion County and provides home delivered meals countywide.
- Decatur Macon County Opportunities Corporation Elderly Services Program provides congregate and home delivered meals in Macon County.
- Catholic Charities provides Meals-on-Wheels in Decatur and Macon County.

Nutrition programs are required to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients.

Cost Benefit: Studies are underway to determine the financial benefit of nutrition services, but early studies are linking them to improved health and health care utilization. Brown University's Center of Gerontology and Health Care Research in 2016, showed that the health care costs of Meals on Wheels recipients declined after they enrolled in a home-delivered meals program. Hospitalization costs fell by an average of \$362, \$1155, and \$1356 at the 30-, 90-, and 180-day time periods following enrollment. Nursing facility costs fell by \$244, \$652, and \$363 over the same time periods respectively.

Performance Results: Number of Meals and Older Adults. The organizations provided a total of 774,775 meals to 12,528 older adults; 362,536 congregate meals to 4,864 older adults and 412,239 home-delivered meals to 3,328 older adults:

Nutrition Organizations	Total Congregate Meals	Total Congregate Participants	Total Home Delivered Meals	Total Home Delivered Meals Participants
Peace Meal Senior	120 401	2 0 4 0	246.001	2,105
Nutrition Program	139,401	3,242	246,901	
CRIS Healthy Aging Center	24,441	1,103	76,255	494
Decatur Macon County Opportunities Corp.	CENTR	ALI		
Elderly Services Program	34,852	519	13,313	159
Catholic Charities, Meals on Wheels Macon County			75,770	570
TOTAL MEALS & UNDUPLICATED PERSONS	198,694	4,864	412,239	3,328

Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

GREATEST NEED: Minority	Congregate Meals	Home Delivered Meals
White - Hispanic	20	9
American Indian/Alaska Native	6	5
Asian	15	-
Black – Non/Hispanic	188	321
Black -Hispanic	-	2
Black - Ethnicity Missing	-	1
Native Hawaiian - Other Pacific Islander	1	4
Other Races	25	16
TOTAL MINORITY SERVED	255	358

GREATEST NEED: Overview	Congregate Meals	Home Delivered Meals
Rural	2,515	1,269
Living Alone	1,697	1,519
Low Income	1,216	1,468
Low Income - Minority	148	267
Limited English	48	31
+75 Years Old	2,677	1,897

Performance Results: Impact of Nutrition Services

Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows:

Participants in the congregate and home-delivered meal programs experience improved food security.

- Nearly 59% eat at a site daily or at least weekly;
- 37% of congregate meal participants eat at a site daily;
- 55% of congregate meal participants indicate the meal served at the site is their main source of food;
- 17% do not always have enough money or financial assistance to buy food;
- 13% in the past have had to choose between buying food and paying their medical bills and another 12% have had to choose between buying food and paying their utility bills;
- Nearly 10% indicate they had to skip meals because they had no food or money.

The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults.

- 88% indicate that by participating in the congregate meal program, they see their friends more often;
- Nearly 80% report they have been attending the meal site for one or more years.

Meal participants are eating healthier, making better food choices, and improving their health.

- 87% of congregate meal participants and nearly 92% of home-delivered meal recipients report they eat healthier;
- 98% like the meals served at their congregate site- 95% rate the food as good, very good, or excellent, and 85.9% of home-delivered meal recipients like the way the food tastes either most or all the time;
- 96% of the participants would refer a friend to the program;
- Slightly more than 80% of congregate meal participants indicate they feel better and 76% report improved health;
- 66% of home-delivered meal recipients think their health has improved and indicate they feel better;
- More than 65% of participants report they have either achieved or are maintaining a healthy weight;
- 67% of participants indicate they make more healthful and nutritious food choices because of participating in a congregate meals program.

The nutrition services program is promoting independence and enabling older adults to live at home.

- Nutrition service programs check on home-delivered meal recipients to ensure their well-being;
- More than 71% report that the meals and services they receive at a congregate meal site are helping them to continue living at home.

East Central Illinois Area Agency on Aging 2017 PERFORMANCE REPORT: LEGAL SERVICES

Outcome #4: Older adults receive specialized legal services to address their legal need.

Legal services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are promoting the independence and financial stability of older adults by providing legal advice, representation, and education to increase their understanding of consumer, legal, medical, and financial rights and responsibilities.

During FY2017, the ECIAAA budgeted \$94,626 in federal Older Americans Act Title III-B funds for legal assistance for older adults. The agency funded two organizations (Service Providers) to deliver legal assistance throughout its 16county geographic service area: Land of Lincoln Legal Assistance Foundationserving 13 counties and Prairie State Legal Services serving three counties.

The provision of legal services includes advocating for and assisting with basic civil needs of an older adult. Assistance can be provided to help in cases of elder abuse and neglect, financial exploitation, consumer fraud, landlord/tenant relationships and public benefit programs. Criminal, real estate and damage award cases cannot be handled by legal assistance.

Legal service programs are required to provide legal advice and representation; inform older adults about the availability and location of their services and caseacceptance priorities; provide community education opportunities on legal issues; prioritize legal assistance for Adult Protective Service cases; attend court hearings and prepare legal documents; provide referral and follow-up for additional services to benefit the client; provide assistance in obtaining public benefits, such as Social Security, Medicare, Medicaid, etc.; and collaborate and consult with other service providers serving the same populations.

Cost Benefit: On average, private attorney fees are 2.4 times the cost of Service Provider fees. Funds provided by the ECIAAA enabled Service Providers to provide 1,245.8 hours of legal services to older adults. This resulted in a cost savings of \$126,614 when program cost is compared to private attorney fees.

Performance Results: Level of Service and Older Adults Served

The Land of Lincoln Legal Assistance Foundation and Prairie State Legal Services assisted 581 older adults during FY2017, providing 3,495 units/hours of legal assistance.

Legal Services Organizations	Units	Persons
Land of Lincoln Assistance Foundation	2,998	484
Prairie State Legal Services	497	117
TOTAL UNITS & UNDUPLICATED PERSONS	3,495	601

Performance Results: Targeting Older Persons in Greatest Need

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

GREATEST NEED: Minority	Legal Services
White - Hispanic	_10
American Indian/Alaska Native	N-
Asian	51
Black – Non/Hispanic	133
Black -Hispanic	- /
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific Islander	-
Other Races	6
TOTAL MINORITY SERVED	150
GREATEST NEED: Overview	Legal Services
Rural	70
Living Alone	454
Low Income	144
Low Income - Minority	55
Limited English	1
+75 Years Old	187

Performance Results: Impact of Legal Services

Older adults who work with attorneys understand the legal importance of advance directives, and benefit from peace of mind when choosing their future financial and medical decision-makers.

- The Land of Lincoln Legal Assistance Foundation, which serves 13 of the 16-county service area, drafted and executed Powers of Attorney on behalf of 100 clients;
- Prairie State Legal Services, assisted clients in three counties with Medicaid Long Term Care insurance issues;
- Prairie State Legal Services educated older adults residing at Phoenix Towers and Evergreen Village about Powers of Attorney, Wills, and Scams;
- Prairie State Legal Services reported that 100 percent of the cases for which they provided legal representation in negotiations, hearings, or court appearances resulted in fully favorable outcomes for clients; and
- A survey of the clients Prairie State Legal Services advised indicated 98% understood the advice given.

Older adults who work with attorneys understand their rights to public benefits including medical and financial benefits, and achieve stability from obtaining or preserving these benefits.

- The Land of Lincoln Legal Assistance Foundation provided either brief services or extended representation 20 clients in either obtaining or maintaining health and economic benefits;
- The Land of Lincoln Legal Assistance Foundation provided either brief services or extended representation and provided services to 67 seniors aimed at protecting their income;
- Prairie State Legal Services represented several clients in negotiations and in court to prevent eviction and maintain subsidized housing benefits.

Older adults who work with legal service attorneys understand their legal and consumer rights, are protected from fraud, elder abuse and neglect and financial exploitation, landlord/tenant relationships and unlawful debt collection.

Prairie State Legal Services represented several clients in negotiations and in court to prevent eviction and maintain subsidized housing benefits.

The Land of Lincoln Legal Assistance Foundation assisted 67 seniors with consumer matters.

East Central Illinois Area Agency on Aging, Inc.

2017 SERVICE PROVIDER PERFORMANCE REPORTS By County

Senior Information Services/Coordinated Points of Entry & Caregiver Advisory/Grandparents Serving Grandchildren



Champaign County Family Service Senior Resource Center 2017 PERFORMANCE REPORT: COORDINATED POINT of ENTRY/ SENIOR INFORMATION SERVICES

Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.

The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2017. Family Service Senior Resource Center is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Family Service Senior Resource Center received \$117,913 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a "central clearinghouse" for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and "warm transfers"; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Enhances Services Program (ESP) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

Cost Benefit: Family Service Senior Resource Center enrolled older adults in the following programs, saving Champaign county Medicare beneficiaries a total of \$130,159 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
Medicare Part D	15	*\$29,175
SSA Extra Help (LIS)	16	**\$64,000
Medicare Savings Plan	23	***\$36,984
TOTAL	54	\$130,159

*Based on an average savings of \$1945 per beneficiary, Source: Centers for Medicare and Medicaid Services; **based on a savings of \$4000/year, Source: Social Security Administration; ***based on a savings of \$134/month, Source: Medicare.gov.

Performance Results: Level of Service and Persons Served

Family Service Senior Resource Center provided 11,367 units of service to 1,486 persons throughout the Champaign county geographic service area.

СРоЕ	County	Units	Unduplicated Persons
Family Service Senior Resource Center	Champaign	11,367	1,486
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Performance Results: Targeting Those in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

CPoE/SIS Services	Unduplicated		
Participants: Minority	Persons		
White – Hispanic	28		
American Indian/Alaska Native	3		
Asian	20		
Black – Non/Hispanic	396		
Black -Hispanic	9		
Black - Ethnicity Missing	2		
Native Hawaiian - Other Pacific	2		
Islander	^z O		
Other Races	43		
TOTAL MINORITY	503		
SERVED			
CPoE/SIS Services	Unduplicated		
Participants: Overview	Persons		
Rural	90		
Living Alone	1070		
Low Income	1136		
Low Income – Minority	315		
Limited English	49		
+75 Years Old	562		

Performance Results: Impact of CPoE/SIS Services

Older adults and disabled persons experience an improved level of financial security.

- Seniors in Champaign and Piatt Counties experienced an estimated savings of \$130,159 due to enrollment in applicable medication cost assistance programs.
- 54 seniors now have assistance with medication costs that did not have such assistance before.
- Seniors experienced a \$13,050 savings from the BEAM program.
- 174 seniors received help applying for BEAM benefits.
- Responses to our FY 17 client feedback survey item "Did your case manager help you get services that you did not have before?" had a 78% response of "yes."

Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.

- Responses to our FY 17 client feedback survey item "My caseworker helped me deal with my money situation" received a 4.19 out of a 5.0 scale where 5.0 means "strongly agree."
- Responses to our FY 17 client feedback survey item "My caseworker made it easier for me to stay in my home." received a 4.46 out of a 5.0 scale where 5.0 means "strongly agree."

Older adults are improving their overall health and well-being.

- 8 new leaders were trained to provide Diabetes Self-Management in PSA 05.
- 10 leaders received update training in Diabetes Self-Management in PSA 05.
- 26 people completed (attended at least 4 of 6 classes) CDSMP or DSMP classes in PSA 05.
- A new master trainer and 9 new coaches were trained to provide Matter of Balance in PSA 05.

Older adults are experiencing independence and improved quality of life.

- 603 of 603 (or 100%) of clients avoided nursing home placement for six months or longer while engaged as a CPoE client.
- Responses to our FY 17 client feedback survey item "My caseworker made my situation feel safer." received a 4.64 out of a 5.0 scale where 5.0 means "strongly agree."
- Responses to our FY 17 client feedback survey item "Is your situation better because of your case manager's help?" had an 88% response of "yes."

Older Americans will have successful transitions between all services and levels of care.

- 98% of clients surveyed via POMP stated their call was answered quickly by an actual person.
- 99% of clients surveyed via POMP stated they received the information they were looking for.
- 98% of clients surveyed via POMP stated they thought the information they received would be helpful in resolving their situation.
- 78% of clients surveyed via POMP stated they did not need to be referred anywhere else.
- 1,507 seniors and adults with disabilities were provided with information and referral/assistance in accessing needed programs and services.

Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services.

- 8 new leaders were trained to provide Diabetes Self-Management in PSA 05.
- 10 leaders received update training in Diabetes Self-Management in PSA 05.
- 26 people completed (attended at least 4 of 6 classes) CDSMP or DSMP classes in PSA 05.
- A new master trainer and 9 new coaches were trained to provide Matter of Balance in PSA 05.

Champaign County & Piatt County Family Service- Senior Resource Center 2017 PERFORMANCE REPORT: CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING GRANDCHILDREN (GRG)

Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).

The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.

During FY2017, Family Service was allocated \$44,885 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Champaign and Piatt Counties.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver;* and, provide Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

Cost Benefit: Although local data is not yet available to calculate costs, the AARP Public Policy Institute indicates the value of unpaid caregiving in the United States totals \$470 billion per year. Nationwide, there are 43.5 million caregivers providing care to adults 18 years of age and older with a disability or illness. Sixteen million adult family caregivers care for someone who has Alzheimer's disease or other dementia. The value of unpaid caregiving exceeds the value of paid home care and total Medicaid spending in the same year.

Family Service Performance Results: Level of Service and Persons Served

Family Service provided a total of 1,572 of CAS service to 151 caregivers, and 281 units of GRG services to 23 grandparents:

CAS	County	CAS Units	CAS Unduplicated Caregivers	GRG Units	GRG Unduplicated Persons
Family Service Senior Resource Center	Champaign	1,398	127 🕑	228	17
Family Service Senior Resource Center	Piatt	174	24	53	5
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Family Service Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White – Hispanic	2	0
American Indian/Alaska Native		0
Asian	0	0
Black – Non/Hispanic	11	5
Black -Hispanic	0	
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	道1	0
Other Races	0	0
TOTALS - MINORITY	- 10 - M_111-11	
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren
Rural	Y 20	4
Living Alone	10	2
	01	9
Low Income	21	9
Low Income Low Income - Minority	5	3

Family Service Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are

receiving in this program.

Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.

- 100% of caregivers received help/assistance to connect with needed services; 100% of those surveyed via POMP stated that the help/assistance helped.
- 30% of caregivers received education to make decisions or solve problems; 100% of those surveyed via POMP stated that the education helped.
- 86% of those surveyed via POMP stated caregiver services helped alleviate work difficulties.
- 90% of those surveyed via POMP stated that caregiver services helped alleviate the common stresses of caregiving.
- Responses to our FY 17 client feedback survey item "Helped make it easier for me to balance caring for my loved-one and manage my other responsibilities." received a 4.6 out of a 5.0 scale where 5.0 means "strongly agree."
- Responses to our FY 17 client feedback survey item "Does your case manager help you get services that you did not have before?" had a 79% response of "yes."
- Responses to our FY 17 client feedback survey item "Is your situation better because of your case manager's help?" had a 90% response rate of "yes."
- 100% of those surveyed via POMP rated caregiver services they received as good or excellent.

Caregivers are enabling their loved ones to continue living at home.

- 83% of those surveyed via POMP stated that caregiver services allowed them to care for the recipient longer.
- Responses to our FY 17 client feedback survey item "Helped make it easier for my loved-one to live independently." received a 4.8 out of a 5.0 scale where 5.0 means "strongly agree."
- 55% of those surveyed via POMP stated that without caregiver services, care receiver would be living in a facility.

Clark County and Cumberland County Life Center Senior Services 2017 PERFORMANCE REPORT: COORDINATED POINT of ENTRY/ SENIOR INFORMATION SERVICES

Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.

The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2017. Life Center Senior Services is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Life Center Senior Services received \$87,765 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a "central clearinghouse" for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and "warm transfers"; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Enhances Services Program (ESP) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

Cost Benefit: Life Center Senior Services enrolled older adults in the following programs, saving Clark and Cumberland county Medicare beneficiaries a total of \$283,201 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
Medicare Part D	41	*\$79,745
SSA Extra Help (LIS)	38	**\$152,000
Medicare Savings Plan	32	***\$51,456
TOTAL	111	\$283,201

*Based on an average savings of \$1945 per beneficiary, Source: Centers for Medicare and Medicaid Services; **based on a savings of \$4000/year, Source: Social Security Administration;***based on a savings of \$134/month, Source: Medicare.gov.

Performance Results: Level of Service and Persons Served

Life Center Senior Services provided 2,650 units/hours of service to 644 persons throughout the Clark and Cumberland county geographic service area.

СРоЕ	County	Units	Unduplicated Persons	
Life Center Senior Services	Clark	1,822	345	
Life Center Senior Services	Cumberland	828	299	
TOTAL UNITS & PERSONS SERVED	16 Counties	2,650	644	
SERVED Countres				

Performance Results: Targeting Those in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

CPoE/SIS Services	Unduplicated		
Participants: Minority	Persons		
White – Hispanic	3		
American Indian/Alaska Native	-		
Asian	2		
Black – Non/Hispanic	-		
Black -Hispanic	-		
Black - Ethnicity Missing			
Native Hawaiian - Other Pacific			
Islander	1		
Other Races	_0		
TOTAL MINORITY	5		
SERVED	5		
CPoE/SIS Services	Unduplicated		
Participants: Overview	Persons		
Rural	437		
Living Alone	318		
Low Income	214		
Low Income – Minority	A _		
Limited English	3		
+75 Years Old	362		

Performance Results: Impact of CPoE/SIS Services

Older adults and disabled persons experience an improved level of financial security.

Life Center refers older adults to Embarras River Basin Agency (ERBA) and to local churches, including Catholic Charities and the Salvation Army to apply for benefit programs, enabling them to save money on rent and utilities. Life Center counseled and/or assisted 430 older adults with Benefits Access Applications providing seniors and persons with disabilities free transit rides saving \$221 each year with Rides Mass Transit program and a Secretary of State license plate discount, resulting in an individual savings of \$84 per year.

Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.

Life Center counseled and/or assisted 41 older adults in enrolling in Medicaid and Medicare Part D

Life Center counseled and/or assisted 42 older adults in making applications for insurance and drug savings such as the Senior Health Assistance Program (SHAP); Social Security Administration's Low-Income Subsidy; Medicare Savings Program; *Medicare Part B* Prevention and Wellness benefit, and other prescription drug assistance program options.

Older adults are improving their overall health and well-being.

By engaging in CPoE/SIS, older adults have access to medical care to maintain or improve their health. Life Center provided 21 older adults with two classes of A Matter of Balance as well access to evidencebased Health Aging programs, such as Strong for Life Exercise classes at Life Center each week.

Life Center partners with Peace Meal to provide a healthy setting where seniors enjoy fellowship, activities, and congregate meals each weekday.

The daughter of one of our 97-year-old regulars has written us that Life Center provides essential elements, including, "... Sense of community, occasion to socialize with family and friends, opportunities for mental and physical stimulation, and events that mitigate the boredom and isolation that are so often a reality of aging". which allows her to "age in place – gracefully and happily". "All people, regardless of age or ability, want to feel there is a

purpose or value to their lives. The Life Center provides so much of that purpose on a daily basis for many within Cumberland County, not just our mother.

Life Center referred an estimated two adults each week to participate in Peace Meal Congregate meals, ten seniors to participate in homedelivered meals, and fifteen individuals to participate in home care assistance programs through Community Cares.

Older adults are experiencing independence and improved quality of life.

99% of participants contacting Life Center found the information they were given to be helpful in resolving matters.

49% or participants contacting the CPoE/SIS were seeking information and 45% requested services.

100% of participants rated the way their call was handled as Excellent or Very Good and would "definitely" recommend this service to a friend.

100% felt the person they talked to listened carefully to what they needed and understood what they wanted.

100% felt the information they received will help them resolve their stated issue.

The only suggestion Life Center received to improve our service was to increase the hours of availability. Life Center and CPoE/SIS increased the hours of availability in Clark County last year, and is now available each weekday from 8:00 to 4:00.

As one supporter puts it, "In addition to the emotional and psychological wellbeing is being nourished as well. Each day, mother eats her cereal in the morning and then is blessed with a balanced and always tasty mid-day meal she eats with her friends (congregate meal at Life Center), thanks to Peace Meal."

Older Americans will have successful transitions between all services and levels of care.

Life Center was able to provide the information clients were looking for over 98% of the time. Less than 5% had to make any other calls besides their referral. This indicates that when referrals were made, clients were transitioned successfully to other services without the need for any additional calls on the part of the client.

Older Americans are empowered to improve their health by engaging in evidencebased, healthy aging program and services.

Life Center budgeted \$2,500 to disseminate evidence-based, healthy aging programs, including A Matter of Balance and Strong for Life.

In total, 21 older adults participated in 134 individual class sessions of A Matter of Balance. Strong for Life programs were available each week to all clients attending the Life Center. An average of 15 seniors attends Life Center on any given weekday, which results in the Strong for Life program being made available for a total of 750 individual sessions during 2017.



Clark County and Cumberland County DeWitt County, Livingston County and McLean County Community Care Systems, Inc. (CCSI) 2017 PERFORMANCE REPORT: CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING GRANDCHILDREN (GRG)

Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).

The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.

During FY2017, CCSI, Inc. received \$79,585in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Clark, Cumberland, DeWitt, Livingston McLean

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver;* and, provide Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

Cost Benefit: Although local data is not yet available to calculate costs, the AARP Public Policy Institute indicates the value of unpaid caregiving in the United States totals \$470 billion per year. Nationwide, there are 43.5 million caregivers providing care to adults 18 years of age and older with a disability or illness. Sixteen million adult family caregivers care for someone who has Alzheimer's disease or other dementia. The value of unpaid caregiving exceeds the value of paid home care and total Medicaid spending in the same year.

CCSI, Inc. Performance Results: Level of Service and Persons Served

CCSI, Inc. provided a total of 2,146 units of CAS service to 285caregivers, and 954 units of GRG services to 50 grandparents.

CAS	County	CAS Units	CAS Unduplicated Caregivers	GRG Units	GRG Unduplicated Persons	
Community Care Systems, Inc.	Clark	542	92	204	14	
Community Care Systems, Inc.	Cumberland	451	73	84	6	
Community Care Systems, Inc.	Dewitt	242	20	51	4	
Community Care Systems, Inc.	Livingston	55	6	52	4	
Community Care Systems, Inc.	McLean	856	94	563	22	
Community Care Systems, Inc. McLean 856 94 563 22						

CCSI, Inc. Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	0	0
American Indian/Alaska Native	0	0
Asian	ALI ·)	0
Black – Non/Hispanic	6	12
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	3	0
TOTALS - MINORITY		
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren
Rural	168	28
Living Alone	V 68	3
Low Income	130	33
Low Income - Minority	1	9
Limited English	4	0
+75 Years Old	117	3

CCSI, Inc. Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.

Community Care Systems, Inc operates the Caregiver Advisor and Grandparents Raising Grandchildren program in Clark and Cumberland Counties. Our Caregiver/GRG Advisor holds monthly support groups for both Caregiver and Grandparents in each County. In addition, she holds a monthly Memory Café. Angela, Caregiver Advisor, also attends the monthly Interagency Meetings and Dine with a Doc in Clark and Cumberland Counties to spread the word of the programs available. The Caregiver Advisor contacts our Caregivers and Grandparents monthly either by phone or a face to face visit.

The Caregiver Advisor has provided resources and referrals on Home Delivered Meals, transportation, Respite, support groups, in-home services, home health, Medicaid, SNAP Benefits, TANF information and Legal Assistance. We work with all Caregivers and Grandparents to help navigate the needed resources and services.

Caregivers are enabling their loved ones to continue living at home.

Overall, per surveys we have conducted, 59% of persons surveyed, stated our services have allowed their loved ones to remain in their homes by alleviating stress and providing education and assistance. Over 90% of responses, rated services as good-excellent.

Caregivers are better educated and informed, have adequate support and resources to improve level of care, and are better able to keep care recipients living in their own homes because of caregiving support services received during FY 17. In our measurable goals for education and training, 90% of those surveyed indicated that they received the help/assistance to connect with needed services and 73% received education to make decisions or solve problems. In our goals for Support for Better Care, 89% said that the assistance helped and 95% said education helped. Overall, 53% said services allowed them to care for recipient longer in the home and 33% indicated that the services helped alleviate work related issues and 87% said services helped alleviate common stresses of caregiving. In our goals for Independence of Care Recipient, 59% said without services, care recipient would be living in a facility or would have died. Our overall Client Satisfaction, was that 90% rated Caregiver Advisory services as good-excellent.

As is noted above, CCSI CGA and CGA-S, assisted 92 caregiver in Clark County

providing 542 units and 73 caregivers in Cumberland County providing 451 units of service. We provided assistance to 14 Grandparents Raising Grandchildren in Clark County with 204 units of service and 6 in Cumberland County with 84 units of service. We would like to increase the numbers in each county and will be offering Healthy Aging Programs such as Matter of Balance and Powerful Tools and Savvy Caregiver in the next year.

Coles County Coles County Council on Aging 2017 PERFORMANCE REPORT: COORDINATED POINT of ENTRY/ SENIOR INFORMATION SERVICES

Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.

The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2017. Coles County Council on Aging is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Coles County Council on Aging received \$72,570 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a "central clearinghouse" for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and "warm transfers"; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Enhances Services Program (ESP) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

Cost Benefit: Coles County Council on Aging enrolled older adults and those with disabilities in the following programs, saving Medicare beneficiaries a total of \$641,965 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
Medicare Part D	221	*\$429,845
SSA Extra Help (LIS)	47	**\$188,000
Medicare Savings Plan	15	***\$24,120
TOTAL	283	\$641,965

*Based on an average savings of \$1945 per beneficiary, Source: Centers for Medicare and Medicaid Services; **based on a savings of \$4000/year, Source: Social Security Administration;***based on a savings of \$134/month, Source: Medicare.gov.

Performance Results: Level of Service and Persons Served

Coles County Council on Aging provided 2,444 units of service to 1379 persons age 60 and over throughout Coles county and other surrounding counties.

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СРоЕ	County	Units	Unduplicated Persons
Coles County Council on Aging	Coles	2,444	1379
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Performance Results: Targeting Those in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

CPoE/SIS Services	Unduplicated	
Participants: Minority	Persons	
White - Hispanic	4	
American Indian/Alaska Native	8	
Asian	5	
Black – Non/Hispanic	17	
Black -Hispanic	3	
Black - Ethnicity Missing		
Native Hawaiian - Other Pacific		
Islander	2	
Other Races	50	
TOTAL MINORITY	42	
SERVED	42	
SERVED CPoE/SIS Services	42 Unduplicated	
CPoE/SIS Services	Unduplicated	
CPoE/SIS Services Participants: Overview	Unduplicated Persons	
CPoE/SIS Services Participants: Overview Rural	Unduplicated Persons 210	
CPoE/SIS Services Participants: Overview Rural Living Alone	Unduplicated Persons 210 694	
CPoE/SIS Services Participants: Overview Rural Living Alone Low Income	Unduplicated Persons 210 694 181	
CPoE/SIS Services Participants: Overview Rural Living Alone Low Income Low Income	Unduplicated Persons 210 694 181 10	

Performance Results: Impact of CPoE/SIS Services

Older adults and disabled persons experience an improved level of financial security.

*Assistance was provided to 145 unduplicated persons age 59 or less with disabilities with 230 units of service provided.

*Completed 536 Benefits Access Applications that provided seniors and persons with disabilities an IL Secretary of State license plate discount, resulting in a potential savings of \$75.00 per year for two years. The total potential savings = \$80,400 for the two year benefit period.

*47 Low Income Subsidy applications were completed which results in a total potential savings of \$188,00.

*15 Medicare Savings Program applications were completed resulting in a total potential savings of \$24,120.

*Public Outreach efforts in FY17 included 13 Community Events and 5 Enrollment Events including the CCCoA Annual Senior Expo

* Telecare is the lead agency with the County Supervisor of Assessments office in assisting them in completing the forms for the Senior Citizens Assessment Freeze Homestead Exemption application.

*Information, referral, and assistance was provided to clients in collaboration with other agencies such as but not limited to Soyland Access to Independent Living (SAIL), ERBA, Catholic Charities, Salvation Army, Veterans' Community Health Clinic, Veterans' Administration local Veterans' Service Officer, Dept. of Human Services, Care Horizons, etc.

*Collaboration and referrals with Coles County Regional Planning and Development Commission, USDA Rural Development, and the Coles County Housing Authority

Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.

*394 clients were assisted during the Medicare Annual Open Enrollment in FY17 *221 Part D enrollments were completed

* Total potential savings estimate equals \$330,395.00

Older adults are improving their overall health and well-being.

*U of I Extension," Wits Fitness Brain Exercise Class", offered monthly at the LifeSpan Center

*Heartland Senior Line Dancing offered bi-monthly

*Senior Education Ministries "Dine with a Doc" program was presented the third Friday of every month

*Bi-monthly Blood Pressure/Health Screening by community partners was offered in the LifeSpan Center

*In partnership with Sarah Bush Lincoln Peace Meal, the LifeSpan Center is a congregate meal site offering meals 5 days week to participants

*The American Cancer Society Wig Boutique and "Look Good-Feel Better" classes is available in the LifeSpan Center

*USDA Senior Farmers' Market Nutrition Program information and coupons were distributed to 250 income eligible clients in Cole County in July 2017

*The Coles County Public Health Department held a flu shot clinic at the LifeSpan Center

*The ABATE Motorcycle Club's Annual Fruit Basket Distribution provided 200 fresh fruit bags that were distributed to clients and participants of the CCCoA LifeSpan Center

Older adults are experiencing independence and improved quality of life. *"Life Skills for your Life Span" programming is offered at the LifeSpan Center *AARP Safe Driving Class was offered at the LifeSpan Center

*IL Secretary of State "Rules of the Road" held quarterly

*CCCoA sponsors the Dial-A-Ride Public Transportation Program. Telecare provides information and referrals clients in need of transportation in Coles and Douglas County

*172 POMP Surveys were completed in FY17 with results as follows:

98.83% of respondents received the information from Telecare that they were looking for

99.41% would recommend this service to a friend or colleague

Older Americans will have successful transitions between all services and levels of care.

*98.24% report that the information received from us was helpful in resolving the issue

*98.82% report satisfaction with services provided

*Long Term Service Support Options Counseling was provided as indicated *3 clients participated in Options Counseling in FY17 with follow-up completed *Formal client referrals were received from Coles County CCU (Care Horizons) and assistance was provided by Telecare as requested for assistance with Benefits Access Applications, Medicare, and Advance Directives

Older Americans are empowered to improve their health by engaging in evidencebased, healthy aging program and services.

*Evidenced Based Healthy Aging Programs in FY17:

* 104 Arthritis Foundation Exercise Classes offered in FY17/bi-weekly classes with 15 average participants per session

* Savvy Caregiver Class offered once with 6 participants with 4 completions *Other Healthy Aging Programs in FY17 included Zumba, Zumba Gold, Zumba Gold Toning, Chair Yoga, Tai Chi, Qigong Tai Chi, LSVP Balance Class

Coles County Coles County Family Caregiver Resource Center 2017 PERFORMANCE REPORT: CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING GRANDCHILDREN (GRG)

Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).

The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.

During FY2017, Coles County Council on Aging received \$26,687 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Coles county.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver;* and, provide Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

Cost Benefit: Although local data is not yet available to calculate costs, the AARP Public Policy Institute indicates the value of unpaid caregiving in the United States totals \$470 billion per year. Nationwide, there are 43.5 million caregivers providing care to adults 18 years of age and older with a disability or illness. Sixteen million adult family caregivers care for someone who has Alzheimer's disease or other dementia. The value of unpaid caregiving exceeds the value of paid home care and total Medicaid spending in the same year.

Coles County Council on Aging Performance Results: Level of Service and Persons Served

Coles County Council on Aging provided a total of 316 units of CAS service to 155 caregivers, and 186 units of GRG services to 39 grandparents:

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CAS	County	CAS Units	CAS Unduplicated Caregivers	GRG Units	GRG Unduplicated Persons
Coles County Council on Aging	Coles	316	155	186	39

Coles County Council on Aging Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	0	0
American Indian/Alaska Native	ALO	0
Asian	1	0
Black – Non/Hispanic	0	
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	-0	0
Other Races	1	0
TOTALS - MINORITY		
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren
Rural	25	5
Living Alone	29	4
Low Income	6	18
Low Income - Minority	0	0
Limited English	1	1
+75 Years Old	68	3

Coles County Council on Aging Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are

receiving in this program.

Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.

Caregivers are enabling their loved ones to continue living at home.

FAMILY CAREGIVER RESOURCE CENTER SPECIFIC INFORMATION FOR COLES COUNTY

CAREGIVER EDUCATION AND INFORMATION

155 caregivers were provided services (142% of projections)

316 contacts or units of service were provided (105% of projections)

67% received help/assistance to connect with needed services

89% received education to make decisions or solve problems

1 Savvy Caregiver training was provided with 6 participants beginning and 4 completing

CAREGIVER SUPPORT FOR BETTER CARE

11 monthly support groups were provided for caregivers of persons with memory loss

Average monthly attendance at memory loss support group was 6

11 monthly support groups combined with informational presentations were provided for caregivers of, and persons with, Parkinson's disease Average monthly attendance at Parkinson's disease support group was 19 POMP (Performance Outcome Measure Project) survey revealed:

- 100% said program help/assistance helped
- 100% said program education helped
- 100% said program services allowed them to care for recipient longer
- 71% said program services helped alleviate job difficulties
- 100% said program services helped alleviate common stresses of caregiving

INDEPENDENCE OF CARE RECIPIENT

83% said without program services client would be living in a facility

CAREGIVER CLIENT SATISFACTION

87% as reported in POMP surveys rated services good-excellent

GRANDPARENT RAISING GRANDCHILDREN EDUCATION AND INFORMATION

39 GRANDPARENTS were provided services (150% of projections)65 children benefited from program services

186 contacts or units of service were provided (98% of projections)

4 monthly support groups were help with average attendance of 2 people

1 training and education presentation was held with 26 people attending

DeWitt County, Livingston County, McLean County and Shelby County Community Care Systems Inc. 2017 PERFORMANCE REPORT: COORDINATED POINT of

ENTRY/ SENIOR INFORMATION SERVICES

Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.

The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2017. Community Care Systems Inc. is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Community Care Systems Inc. was allocated \$241,008 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a "central clearinghouse" for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and "warm transfers"; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Enhances

Services Program (ESP) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

Cost Benefit: Community Care Systems Inc. enrolled older adults in the following programs, saving DeWitt, Livingston, McLean, and Shelby county Medicare beneficiaries a total of \$1,324,993 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
Medicare Part D	425	*\$826,625
SSA Extra Help (LIS)	NTRA86	**\$344,000
Medicare Savings Plan	96	***\$154,368
TOTAL	608	\$1,324,993

*Based on an average savings of \$1945 per beneficiary, Source: Centers for Medicare and Medicaid Services; **based on a savings of \$4000/year, Source: Social Security Administration;***based on a savings of \$134/month, Source: Medicare.gov.

Performance Results: Level of Service and Persons Served

Community Care Systems Inc. provided 7,167 units of service to 2,524 persons throughout the DeWitt, Livingston, McLean, and Shelby county geographic service area.

СРоЕ	County	Units	Unduplicated Persons
Community Care Systems, Inc.	Dewitt	1,704	544
Community Care Systems, Inc.	Livingston	858	484
Community Care Systems, Inc.	McLean	3,674	1,074
Community Care Systems, Inc.	Shelby	931	422
TOTAL UNITS & PERSONS SERVED	16 Counties	7,167	2,524

Performance Results: Targeting Those in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

CPoE/SIS Services	Unduplicated
Participants: Minority	Persons
White - Hispanic	17
American Indian/Alaska Native	-
Asian	3
Black – Non/Hispanic	98
Black -Hispanic	1
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific	
Islander	2
Other Races	9
TOTAL MINORITY	120
TOTAL MINORITY SERVED	130
	130 Unduplicated
SERVED	
SERVED CPoE/SIS Services	Unduplicated
SERVED CPoE/SIS Services Participants: Overview	Unduplicated Persons
SERVED CPoE/SIS Services Participants: Overview Rural	Unduplicated Persons 937
SERVED CPoE/SIS Services Participants: Overview Rural Living Alone	Unduplicated Persons 937 1461
SERVED CPoE/SIS Services Participants: Overview Rural Living Alone Low Income	Unduplicated Persons 937 1461 1346
SERVED CPoE/SIS Services Participants: Overview Rural Living Alone Low Income Low Income	Unduplicated Persons 937 1461 1346 85

Performance Results: Impact of CPoE/SIS Services

Older adults and disabled persons experience an improved level of financial security.

Community Care Systems, Inc. assisted 1,168 Disabled or 65 years and older adults in applying for the Benefit Access Application, allowing for a cost savings of minimally \$75.00 on their annual license plate renewal and/or a Ride Free RTA Card. The amount of savings for the four counties we serve totals \$87,600.00. Specifically, we helped the following number of people with the amount of savings in each county: McLean County: 471 people, \$35,325.00

DeWitt County: 179 people, \$13,425.00 Livingston County: 338 people, \$25,350.00 Shelby County: 180 people, \$13,500.00 Money saved through the License Plate Renewal discount or ride free RTA card is then available to the disabled and over 65-year-old population to purchase food, pay utilities, and secure housing, resulting in an improved level of financial security.

Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.

Community Care Systems, Inc. helped 425 Medicare Beneficiaries enroll in a new prescription drug plan with an average of savings of \$1,945 per person. In the four counties we serve, that is a savings realization of \$826,625.00. The specific savings in each county we served in 2017 is: McLean County: 78 people, \$151,710.00 DeWitt County: 144 people, \$280,080.00 Livingston County: 27 people, \$52,515.00 Shelby County: 176 people, \$342,320.00 The savings incurred through enrolling in a cost-effective prescription drug plan results in an overall increased sense of well-being because these beneficiaries can afford to purchase and take their medications for chronic health condition management and utilize these funds for other health related expenses, such as preventative health screenings and treatments.

Additionally, Community Care Systems, Inc. also helped 87 people apply for the Social Security Administration Extra Help (LIS)Program, with an average savings per person of \$4,000.00. For the four counties we serve, that totals a savings of \$348,000.00. The specific savings for the Extra Help Program in each county we served is:

McLean County: 16 people, \$64,000.00

DeWitt County: 37 people, \$148,000.00

Livingston County: 20 people, \$56,000.00

Shelby County: 14 people, \$56,000.00

Again, cost savings on prescription drug premiums, deductibles, and copays, means that those served have financial resources available to buy food, pay other health care costs, and maintain their home.

Older adults are improving their overall health and well-being.

Community Care Systems, Inc. distributed educational and health information at 104 Community Events in FY2017, reaching a total of 3,133 people. Each county was able to provide programmatic specific information to the senior & disabled citizens in the community to help them improve their overall health and well-being.

McLean County:67 Events; 2,547 attendeesDeWitt County:24 events; 371 attendeesLivingston County:6 events; 85 attendeesShelby County:7 events; 130 attendees

Older adults are experiencing independence and improved quality of life.

Community Care Systems, Inc. serves as the Case Coordination Unit in both McLean and Shelby Counties, as well as CPOE/SIS in McLean, Shelby, Livingston, and DeWitt Counties in FY2017. Housing multiple contracts helps ease of accessibility to services, making a seamless transition when a senior is in need of home and community based services. SIS Specialists made 30 referrals for CCP services or Peace Meals in FY2017, in McLean County alone.

Many older adults equate the ability to drive or access transportation with maintaining independence. Community Care Systems, Inc. helped 1,168 older adults in our four counties access discounts through the Department of Motor Vehicles or Rapid Transit Authority, helping ensure they have transportation to conduct needed errands in their community. This lessening of a participant's isolation improves their quality of life.

Older Americans will have successful transitions between all services and levels of care.

Many older adults are on a Medicaid Spend Down and Community Care Systems, Inc. Senior Information Services Specialists have made this complicated situation more understandable by utilizing online applications, in-person counseling, and case management. Our 2017 Pomp survey results indicate that 100% of those polled indicated that they "received the information that they needed" and that they "felt the information would be helpful." Our SIS Specialists also frequently counsel & assist families in the community on the process of applying a loved one for Medicaid so that *they can afford* the level of care they need in a Supportive Living Facility or Skilled Nursing Facility. In the responses to our POMP Satisfaction Surveys, 100% of respondents selected that they "would recommend our services to a friend." Whether care is provided in the home or in a more structured setting, we have assisted our clients during the complicated transition process.

Older Americans are empowered to improve their health by engaging in evidencebased, healthy aging program and services.

In 2017, Community Care Systems, Inc. has trained five staff to teach the <u>Live Well, Be Well, Take Charge of Your Health</u> evidence-based, healthy aging classes. These include both Chronic Disease Self-Management and Diabetes Self-Management Sessions. McLean County SIS successful ran two Chronic Disease Self-Management courses with 18 enrollees and 10 completers. Shelby County successfully completed a Diabetes Self-Management Class with 11 enrollees and 11 completers. The participants demonstrated improved health, communication skills and stress reduction through continuing relationships first established in these classes with classmates/peers that extended beyond the classroom time and place. Participants expressed satisfaction on the course surveys at having learned about new tools to help them cope with chronic health condition management, creating action plans, and learning new problem-solving techniques.

Edgar County Chester P. Sutton Community Center 2017 PERFORMANCE REPORT: COORDINATED POINT of ENTRY/ SENIOR INFORMATION SERVICES

Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.

The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2017. Chester

P. Sutton Community Center is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Chester P. Sutton Community Center received \$48,241 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a "central clearinghouse" for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and "warm transfers"; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Enhances Services Program (ESP) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

Cost Benefit: Chester P. Sutton Community Center enrolled older adults in the following programs, saving Edgar county Medicare beneficiaries a total of \$236,665 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
Medicare Part D	97	*\$188,665
SSA Extra Help (LIS)	12	**\$48,000
TOTAL	109	\$236,665

*Based on an average savings of \$1945 per beneficiary, Source: Centers for Medicare and Medicaid Services; **based on a savings of \$4000/year, Source: Social Security Administration;***based on a savings of \$134/month, Source: Medicare.gov.

Performance Results: Level of Service and Persons Served

Chester P. Sutton Community Center provided 1,962 units of service to 622 persons throughout the Edgar county geographic service area.

СРоЕ	County	Units	Unduplicated Persons
Chester P. Sutton Community Center	Edgar	1,962	622

Performance Results: Targeting Those in Greatest Need

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The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need. 1.

Unduplicated
Persons
3
- 7 -
N.
6
N N
-
4
4
Unduplicated
Persons
192
257
458
-
12
311

Performance Results: Impact of CPoE/SIS Services

Older adults and disabled persons experience an improved level of financial security.

The Chester P Sutton Community Center assisted 256 persons with Benefit Access Applications providing a Secretary of State license plate discount resulting in an individual savings of \$76 per year. The Chester P Sutton Community Center completed 17 Medicare Savings Program applications for an individual savings of at least \$105/month.

13 USDA applications were completed for persons to help with home improvements.

The Chester P Sutton Community Center assisted 53 persons with Income Tax help.

The Chester P Sutton Community Center completed 20 Property Tax Exemption applications for older adults.

18 Medicaid application were completed for medical benefits and 6 for Snap Benefits.

21 older adults were assisted with paperwork for their Medicaid spenddown.

By accessing these benefits and savings programs, older adults have more money to purchase food, prescriptions and other necessities.

Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.

The Chester P Sutton Community Center assisted 251 older adults in comparing Medicare Part D Prescription Drug plans and enrolling 97 of those adults in a new plan.

The Chester P Sutton Community Center assisted 12 older adults with completing new Social Security Extra Help applications along with completing 23 Social Security Redetermination application to keep continuing their current status with receiving a reduction on their Medicare Part D Premiums and copays on their prescriptions. The Chester P Sutton Community Center assisted 4 older adults with applications for reduced prescriptions through their pharmaceutical company.

Older adults are improving their overall health and well-being.

The Chester P Sutton Community Center provides older adults with

training and education meetings. Our Dine with a Doc program meets on a monthly basis and had a total of 171 attendees for FY 17. The Chester P Sutton Community Center provides access to Healthy Aging Services. 100% of the participants responded the things they benefited most from these services were more strength, increased health and socialization.

The Chester P Sutton Community Center refers older adults to congregate meal, home -delivered meals.

Older adults are experiencing independence and improved quality of life.

48% of participants contacting Chester P Sutton Community Center were seeking information and 71% requested services.

90% of participants stated they defiantly received the information they were looking for.

99% of participants were satisfied with the way their call was handled and 95% defiantly would recommend the service.

Older Americans will have successful transitions between all services and levels of care.

The Chester P Sutton Community Center provides Options Counseling enabling older adults to make their decisions about living arrangements based upon their needs and services.

The Chester P Sutton Community Center provides referrals to Cumberland Associates Senior Services.

The Chester P Sutton Community Center will follow up with older adults to make sure they had a successful transition between services and levels of care.

Older Americans are empowered to improve their health by engaging in evidencebased, healthy aging program and services.

> The Chester P Sutton Community Center in conjunction with the Paris Community Hospital had a total of 66 older adults participating in a total of 50 class sessions for the Strong for Life Program. By engaging in the Healthy Aging Services offered at the Chester P Sutton Community Center, the older adults have stated that what they have benefited from the programs is more strength and overall health improvement.

Edgar County Chester P. Sutton Community Center for Seniors of Edgar County 2017 PERFORMANCE REPORT: CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING GRANDCHILDREN (GRG)

Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).

The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.

During FY2017, Chester P. Sutton Community Center \$13,678 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Edgar county.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver;* and, provide Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

Cost Benefit: Although local data is not yet available to calculate costs, the AARP Public Policy Institute indicates the value of unpaid caregiving in the United States totals \$470 billion per year. Nationwide, there are 43.5 million caregivers providing care to adults 18 years of age and older with a disability or illness. Sixteen million adult family caregivers care for someone who has Alzheimer's disease or other dementia. The value of unpaid caregiving exceeds the value of paid home care and total Medicaid spending in the same year.

Chester P. Sutton Community Center Performance Results: Level of Service and Persons Served

Chester P. Sutton provided a total of 160 units of CAS service to 43 caregivers, and 177 units of GRG services to 16 grandparents.

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CAS	County	CAS Units	CAS Unduplicated Caregivers	GRG Units	GRG Unduplicated Persons
Chester P. Sutton Community Center	Edgar	160	43	177	16

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Chester P. Sutton Community Center Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	0	0
American Indian/Alaska Native	A10 . ,	0
Asian	0	0
Black – Non/Hispanic	1	0
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	0	0
TOTALS - MINORITY		
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren
Rural	110 ⁵	4
Living Alone	<u>1</u> 4	1
Low Income	19	9
Low Income - Minority	0	0
Limited English	1	2
+75 Years Old	14	1

Chester P. Sutton Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.

The Chester P Sutton Community Center coordinates with the Paris Community Hospital with a Caregiver Support Group. In FY 17 there were 61 attendees. The GRG/Relatives Raising Children support Group had 51 attendees in FY 17. 82% of caregivers indicated that the support has helped them be a better caregiver. 60% of caregivers said services allowed them to care for their loved ones longer. 44% say services have helped alleviate common stresses of caregiving. 60% of caregivers are spouses, which currently live in the same house. More than 75% of caregivers rate caregiver support services as good, very good, or excellent.

Caregivers are enabling their loved ones to continue living at home.

60% of caregivers reported that services have allowed them to care for their loved ones longer

37% of caregivers indicated that without these their loved ones would be living a nursing home

10% say they would be living in an assisted living facility

Ford County Ford County Health Department 2017 PERFORMANCE REPORT: COORDINATED POINT of ENTRY/ SENIOR INFORMATION SERVICES

Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.

The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2017. Ford

County Health Department is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Ford County Health Department received \$41,886 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a "central clearinghouse" for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and "warm transfers"; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Enhances Services Program (ESP) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

Cost Benefit: Ford County Health Department enrolled older adults in the following programs, saving Ford county Medicare beneficiaries a total of \$84,965 to help pay on other necessities such as groceries, utilities, and home repairs.

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PROGRAM	# OF ENROLLMENTS	COST SAVINGS
Medicare Part D	21	*\$40,845
SSA Extra Help (LIS)	5	**\$20,000
Medicare Savings Plan	15	***\$24,120
TOTAL	#	\$84,965

*Based on an average savings of \$1945 per beneficiary, Source: Centers for Medicare and

Medicaid Services; **based on a savings of \$4000/year, Source: Social Security Administration;

***based on a savings of \$134/month, Source: Medicare.gov.

Performance Results: Level of Service and Persons Served

Ford County Health Department provided 694 units of service to 272 persons throughout the Ford county geographic service area.

СРоЕ	County	Units	Unduplicated Persons
Ford County Health Department	Ford	694	272

Performance Results: Targeting Those in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

Unduplicated Persons
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Unduplicated
Persons
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153

Performance Results: Impact of CPoE/SIS Services

Older adults and disabled persons experience an improved level of financial security.

- Ford County Public Health Department assisted older adults and adults with disabilities with programs that provide discounts on utilities
- Ford County Public Health Department assisted 129 clients that were approved for a license plate sticker discount through the Illinois Secretary of State's office resulting in a \$76/year savings
- Ford County Public Health Department assisted Medicare beneficiaries with applying for the Medicare Savings Program that provides coverage for the Medicare Part B premium

Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.

- Ford County Public Health Department counseled older adults on Medicare Part D and assisted individuals with enrolling in a Part D Plan when requested
- Ford County Public Health Department assisted Medicare beneficiaries with applying for Social Security Administration's Low-Income Subsidy program that reduces Part D Plan premiums and prescription copays.

Older adults are improving their overall health and well-being.

- CPoE/SIS Services at Ford County Public Health Department engaged older adults and adults with disabilities with access to medical care and maintaining an active role in their healthcare
- CPoE/SIS connected older adults with evidenced base programs like Chronic Disease Self-Management and Strong for Life to provide support and education to manage, maintain and/or improve their health and well-being

Older adults are experiencing independence and improved quality of life.

- 100% of participants contacting the CPoE/SIS found the information they were given to be helpful in resolving matters;
- 100% of participants were satisfied with the way their call was handled and 100% would recommend the service;

- By using Options Counseling, older adults were enabled to make decisions about living arrangements based upon their needs and the services that are available to them to help them continue living at home;
- By accessing benefit and savings programs, older adults have more money to purchase food, prescription drugs, and other necessities.
- 82% of participants were not referred to another agency to resolve matters

Older Americans will have successful transitions between all services and levels of care.

- Follow-up activities by CPoE/SIS ensured that participants had a successful care transition between services and levels of care
- 63% of the referrals made to the Community Care Program in Ford County qualified and accepted services

Older Americans are empowered to improve their health by engaging in evidencebased, healthy aging program and services.

• Strong for Life was offered to older adults in Ford County

Ford County Ford County Health Department 2017 PERFORMANCE REPORT: CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING GRANDCHILDREN (GRG)

Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).

The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.

During FY2017, Ford County Health Department received \$6,179in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Ford county.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver;* and, provide Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

Cost Benefit: Although local data is not yet available to calculate costs, the AARP Public Policy Institute indicates the value of unpaid caregiving in the United States totals \$470 billion per year. Nationwide, there are 43.5 million caregivers providing care to adults 18 years of age and older with a disability or illness. Sixteen million adult family caregivers care for someone who has Alzheimer's disease or other dementia. The value of unpaid caregiving exceeds the value of paid home care and total Medicaid spending in the same year.

Ford County Health Department Performance Results: Level of Service and Persons Served

Ford County Health Department provided a total of 112 units of CAS service to 9 caregivers, and 28 units of GRG services to 2 grandparents:

CAS	County	CAS Units	CAS Unduplicated Caregivers	GRG Units	GRG Unduplicated Persons
Ford County Health Department	Ford	112	9	28	2

Ford County Health Department Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	0	0
American Indian/Alaska Native	0	0
Asian Asian	0	0
Black – Non/Hispanic	0	0
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	30
Other Races	0	V 1
TOTALS - MINORITY		
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren
Rural	1	1
Living Alone	0	0
Low Income	2	2
Low Income - Minority	0	0
Limited English	0	0
+75 Years Old	0	0

Ford County Health Department Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.

- 100% of caregivers report they have received education or training, including counseling or support groups, to help them make informed decisions;
- 100% of caregivers report the information and services they receive are helping them;
- 100% of caregivers rate caregiver support services as very good;
- 100% of caregivers indicate the support has helped them to be a better caregiver;
- 100% of caregivers are providing all the care to their loved ones;
- Most caregivers are spouses caring for a spouse

Caregivers are enabling their loved ones to continue living at home.

• 100% of caregivers report the program has enabled to provide care longer

Iroquois County

Volunteer Services of Iroquois County 2017 PERFORMANCE REPORT: COORDINATED POINT of ENTRY/ SENIOR INFORMATION SERVICES

Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.

The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life. The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2017. Volunteer Services of Iroquois County one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Volunteer Services of Iroquois County received \$55,449 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a "central clearinghouse" for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and "warm transfers"; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Enhances Services Program (ESP) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

Cost Benefit: Volunteer Services of Iroquois County enrolled older adults in the following programs, saving Iroquois county Medicare beneficiaries a total of \$588,780 to help pay on other necessities such as groceries, utilities, and home repairs.

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PROGRAM	# OF ENROLLMENTS	COST SAVINGS
Medicare Part D	212	*\$412,340
SSA Extra Help (LIS)	22	**\$88,000
Medicare Savings Plan	CNCY 55	***\$88,440
TOTAL	289	\$588,780

*Based on an average savings of \$1945 per beneficiary, Source: Centers for Medicare and Medicaid Services; **based on a savings of \$4000/year, Source: Social Security Administration;***based on a savings of \$134/month, Source: Medicare.gov.

Performance Results: Level of Service and Persons Served

Volunteer Services of Iroquois County provided 3,277 units of service to 1,817 persons throughout the Iroquois county geographic service area.

СРоЕ	County	Units	Unduplicated Persons
Volunteer Services of Iroquois County	Iroquois	3,277	1,817

Performance Results: Targeting Those in Greatest Need

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The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

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34
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Performance Results: Impact of CPoE/SIS Services

Older adults and disabled persons experience an improved level of financial security.

- 454 persons received a \$74 license plate discount for a total savings of \$33,596
- 289 Med D, LIS, and MSP applications were completed, for a total projected savings of \$588,780 (details in chart above)

Older adults are improving their overall health and well-being.

Older adults are experiencing independence and improved quality of life.

- 100% of surveyed clients received the information they were looking for
- 100% of surveyed clients thought the information received would be helpful in resolving their issue
- 98% of surveyed clients did not require an outside referral to resolve issue
- 99% of surveyed clients said their call was answered quickly by an actual person

Older Americans will have successful transitions between all services and levels of care.

- 55 warm transfers were completed
- 869 people were linked to other services

Iroquois County

Volunteer Services of Iroquois County 2017 PERFORMANCE REPORT: CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING GRANDCHILDREN (GRG)

Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).

The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to

better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.

During FY2017, Volunteer Services of Iroquois County received \$24,125 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Iroquois County

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver;* and, provide Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

Cost Benefit: Although local data is not yet available to calculate costs, the AARP Public Policy Institute indicates the value of unpaid caregiving in the United States totals \$470 billion per year. Nationwide, there are 43.5 million caregivers providing care to adults 18 years of age and older with a disability or illness. Sixteen million adult family caregivers care for someone who has Alzheimer's disease or other dementia. The value of unpaid caregiving exceeds the value of paid home care and total Medicaid spending in the same year.

Performance Results: Level of Service and Persons Served Volunteer Services of Iroquois County provided a total of 174 units of CAS service to 26 caregivers, and 98 units of GRG services to 11 grandparents:

CAS	County	CAS Units	CAS Unduplicated Caregivers	GRG Units	GRG Unduplicated Persons
Volunteer Services of Iroquois County	Iroquois	174	26	98	11

Volunteer Services of Iroquois County Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	2	
American Indian/Alaska Native	0	0
Asian	0	0
Black – Non/Hispanic		0
Black -Hispanic	0	0
Black - Ethnicity Missing	0	9
Native Hawaiian - Other Pacific Islander	0	60
Other Races	0	• 0
TOTALS - MINORITY		
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren
Rural	17	6
Living Alone	4	5
Low Income	15	8
Low Income - Minority	1	0
Limited English	0	0
+75 Years Old	6	2

Volunteer Services of Iroquois County Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.

- 100% of surveyed caregivers said the help and assistance received from this service helped connect them to information and resources needed to provide care.
- 100% of surveyed caregivers said education received from this service helped them as a caregiver
- 100% of surveyed caregivers said services allowed them to care for recipient longer
- 86% of surveyed caregivers said services helped alleviate common stresses of caregiving
- 100% of surveyed caregivers rated services good to excellent

Caregivers are enabling their loved ones to continue living at home.

• 57% of surveyed caregivers said without services the care recipient would be living in a facility

Macon County

Starting Point, ADRC of Macon County/Macon County Health Department 2017 PERFORMANCE REPORT: COORDINATED POINT of ENTRY/ SENIOR INFORMATION SERVICES

Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.

The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older

adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2017. Macon County Health Department is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Macon County Health Department received \$108,702 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a "central clearinghouse" for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and "warm transfers"; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Enhances Services Program (ESP) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

Cost Benefit: Macon County Health Department enrolled older adults in the following programs, saving Macon county Medicare beneficiaries a total of \$358,108 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
Medicare Part D	140	*\$272,300
SSA Extra Help (LIS)	11	**\$44,000
Medicare Savings Plan	26	***\$41,808
TOTAL	177	\$358,108

*Based on an average savings of \$1945 per beneficiary, Source: Centers for Medicare and Medicaid Services; **based on a savings of \$4000/year, Source: Social Security Administration; ***based on a savings of \$134/month, Source: Medicare.gov.

Performance Results: Level of Service and Persons Served

Macon County Health Department provided 3,588 units of service to 2,166 persons throughout the Macon county geographic service area.

СРоЕ	County	Units	Unduplicated Persons
Macon County Health Department	Macon	3,588	2,166

Performance Results: Targeting Those in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

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CPoE/SIS Services Participants: Minority	Unduplicated Persons
White - Hispanic	2
American Indian/Alaska Native	
Asian	3 (5
Black – Non/Hispanic	103
Black -Hispanic	N
Black - Ethnicity Missing	9
Native Hawaiian - Other Pacific	Y I
Islander	
Other Races	1
TOTAL MINORITY	109
SERVED	109
CPoE/SIS Services	Unduplicated
Participants: Overview	Persons
Rural	49
Living Alone	275
Low Income	196
Low Income - Minority	58
Limited English	10
+75 Years Old	245

Performance Results: Impact of CPoE/SIS Services

Older adults and disabled persons experience an improved level of financial security.

For FY17 there were 365 Benefits Access Applications completed. From those applications it saved each client \$\$77 per year for the license plate discount and \$221 from the Rides Free Program.

Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.

There were 682 Medicare counseling sessions completed, 140 clients enrolled in a Medicare Part D Plan, 11 applications completed for Social Security Assistance Extra Help and 26 enrolled in a Medicare Savings Plan.

Older adults are improving their overall health and well-being.

For FY17 the Diabetes Self Management Class was offered 3 times throughout the year. 13 participants enrolled and completed the DSMP class.

Older adults are experiencing independence and improved quality of life.

There were 96 POSM surveys completed on clients for the CPOE programs. 98 % of them reported that their call was answered quickly by a person. 100% reported that they received the information they were looking for. 100% thought the information would be helpful in resolving the issue they called about.

98% did not need to be referred elsewhere.

Older Americans will have successful transitions between all services and levels of care.

100% surveyed felt that the staff listened well to what the caller wanted
100% felt the staff understood what the caller wanted
100% said the staff explained things in a way that could be understood.
99% had no experience with communication problems with the agency
100% rated services very good to excellent
100% would recommend the service to a friend or colleague who needs the similar kind of information and assistance.

Older Americans are empowered to improve their health by engaging in evidencebased, healthy aging program and services.

For FY17 the Diabetes Self Management Class was offered 3 times throughout the year. 13 participants enrolled and completed the DSMP class.

Macon County

Starting Point, ADRC of Macon County/Macon County Health Department 2017 PERFORMANCE REPORT: CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING GRANDCHILDREN (GRG)

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Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).

The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.

During FY2017, Macon County Health Department received \$38,327 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Macon County.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

Cost Benefit: Although local data is not yet available to calculate costs, the AARP Public Policy Institute indicates the value of unpaid caregiving in the United States totals \$470 billion per year. Nationwide, there are 43.5 million caregivers providing care to adults 18 years of age and older with a disability or illness. Sixteen million adult family caregivers care for someone who has Alzheimer's disease or other dementia. The value of unpaid caregiving exceeds the value of paid home care and total Medicaid spending in the same year.

Macon County Health Department Performance Results: Level of Service and Persons Served

Macon County Health Department provided a total of 125 units of CAS service to 36 caregivers, and 185 units of GRG services to 14 grandparents:

CAS	County	CAS Units	CAS Unduplicated Caregivers	GRG Units	GRG Unduplicated Persons
Macon County Health Department	Macon	125	36	12	14
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Macon County Health Department Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	2	0
American Indian/Alaska Native	A10 .,	0
Asian	0	0
Black – Non/Hispanic	4	7
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	0	0
TOTALS - MINORITY		
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren
Rural	405	0
Living Alone	<u>г</u> 2	0
Low Income	7	5
Low Income - Minority	2	3
Limited English	0	1
+75 Years Old	16	5

Macon County Health Department Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.

For FY17 the Caregiver Program had 170 clients participate in Memory Café, 6 clients utilized Respite services and unfortunately there were no attendees for the Powerful Tools for Caregivers class. Surveys were completed on 7 clients throughout the year.

100% received help or assistance to connect to services and resources that they needed as a caregiver.

85% received caregiver training or education, including counseling or support groups, to help make decisions and solve problems in the role as a caregiver. 100% of caregivers felt that the information or help they received helped them to connect to services and resources that they needed as a caregiver. 100% felt that the training and educations they received as a caregiver helped.

Caregivers are enabling their loved ones to continue living at home.

Of the clients that were surveyed 100% of caregivers felt that the information or help they received helped them to connect to services and resources that they needed as a caregiver.

100% felt that the training and educations they received as a caregiver helped. 57 % of the caregivers surveyed said that the services enabled them to provide care for their loved one for a longer time than would have been possible without these services.

100 % of caregivers interviewed said that the Caregiver Support Services helped a lot with alleviating common stresses of care giving.

100% satisfaction was shown for all Respite services. 100% of those surveyed rated services very good to excellent.

Moultrie County and Douglas County Mid-Illinois Senior Services 2017 PERFORMANCE REPORT: COORDINATED POINT of ENTRY/ SENIOR INFORMATION SERVICES

Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.

The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2017. Mid-Illinois Senior Services is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Mid-Illinois Senior Services received \$90,619 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a "central clearinghouse" for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and "warm transfers"; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Enhances Services Program (ESP) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

Cost Benefit: Mid-Illinois Senior Services enrolled older adults in the following programs, saving Douglas and Moultrie county Medicare beneficiaries a total of \$2,310,210 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
Medicare Part D	426	*\$828,570
SSA Extra Help (LIS)	288	**\$1,152,000
Medicare Savings Plan	205	***\$309,640
TOTAL	919	\$2,310,210

*Based on an average savings of \$1945 per beneficiary, Source: Centers for Medicare and Medicaid Services; **based on a savings of \$4000/year, Source: Social Security Administration;***based on a savings of \$134/month, Source: Medicare.gov.

Performance Results: Level of Service and Persons Served

Mid-Illinois Senior Services provided 3228 units of service to 1,103 persons throughout the Douglas and Moultrie county geographic service area.

СРоЕ	County	Units	Unduplicated Persons		
Mid-Illinois Senior Services	Douglas	1,206	857		
Mid-Illinois Senior Services	Moultrie	2,022	246		
TOTAL UNITS & PERSONS SERVED	16 Counties	3228	1,103		
SERVED Counties 3228 1,103					

Performance Results: Targeting Those in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

CPoE/SIS Services	Unduplicated
Participants: Minority	Persons
White – Hispanic	4
American Indian/Alaska Native	2
Asian	-
Black – Non/Hispanic	1
Black -Hispanic	-
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific	
Islander	
Other Races	15
TOTAL MINORITY	22
TOTAL MINORITY SERVED	22
	22 Unduplicated
SERVED	
SERVED CPoE/SIS Services	Unduplicated
SERVED CPoE/SIS Services Participants: Overview	Unduplicated Persons
SERVED CPoE/SIS Services Participants: Overview Rural	Unduplicated Persons 966
SERVED CPoE/SIS Services Participants: Overview Rural Living Alone	Unduplicated Persons 966 572
SERVED CPoE/SIS Services Participants: Overview Rural Living Alone Low Income	Unduplicated Persons 966 572 984
SERVED CPoE/SIS Services Participants: Overview Rural Living Alone Low Income Low Income	Unduplicated Persons 966 572 984 3

Performance Results: Impact of CPoE/SIS Services

Older adults and disabled persons experience an improved level of financial security.

In 2017, MISS, Inc. completed 299 LIS (Low Income Subsidy) applications, saving each person on average, \$4,000/year, for total savings of \$1,196,000.

Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.

In 2017, MISS, Inc. assisted with 482 Medicare Part D enrollments, saving each beneficiary, on average \$1,945/year, for a total savings of \$937,490.

Older adults are improving their overall health and well-being.

In 2017, MISS, Inc. saw 70 participants in healthy aging-evidence based programs we offered. We believe each participant left with a better understanding of how to improve their health which leads to well-being.

Older adults are experiencing independence and improved quality of life.

In 2017, MISS, Inc. saw 100% of our surveyed clients receive the information they were inquiring about. 98% of those surveyed thought the information they received from MISS, Inc. would be helpful in resolving their issues.

Older Americans will have successful transitions between all services and levels of care.

In 2017, MISS, Inc. had 98% of our surveyed clients calls answered quickly and by an actual person. 75% of those surveyed did not need to be referred to another agency. 100% of our clients surveyed said that MISS, Inc.'s staff listened to them, understood their issues and explained the steps involved to resolve the issue. 98% of those surveyed had no communication issues.

Older Americans are empowered to improve their health by engaging in evidencebased, healthy aging program and services.

In 2017, MISS, Inc. saw 30 participants in the Take Charge of Your Diabetes program, 30 participants in the Wits Fitness program and 15 participants in the Matter of Balance program to assist in fall prevention. 100% of MISS's SIS/CPoE/ADRC clients surveyed rated our services excellent and that they would recommend us to a friend.

Moultrie County, Douglas County and Shelby County Mid-Illinois Senior Services, Inc. 2017 PERFORMANCE REPORT: CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING GRANDCHILDREN (GRG)

Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).

The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.

During FY2017, Mid-Illinois Senior Services, Inc. was allocated \$35,698 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Douglas, Moultrie and Shelby counties.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver;* and, provide Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

Cost Benefit: Although local data is not yet available to calculate costs, the AARP Public Policy Institute indicates the value of unpaid caregiving in the United States totals \$470 billion per year. Nationwide, there are 43.5 million caregivers providing care to adults 18 years of age and older with a disability or illness. Sixteen million adult family caregivers care for someone who has Alzheimer's disease or other dementia. The value of unpaid caregiving exceeds the value of paid home care and total Medicaid spending in the same year.

Mid-Illinois Senior Services, Inc. Performance Results: Level of Service and Persons Served

Mid-Illinois Senior Services, Inc. provided a total of 1,483 units of CAS service to 66 caregivers, and 93 units of GRG services to 22 grandparents:

CAS	County	CAS Units	CAS Unduplicated Caregivers	GRG Units	GRG Unduplicated Persons
Mid-Illinois Senior Services	Douglas	693	37	21	3
Mid-Illinois Senior Services	Moultrie	762	27	49	12
Mid-Illinois Senior Services	Shelby	28	2	23	7

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Mid-Illinois Senior Services, Inc. Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	A 10	0
American Indian/Alaska Native	0	0
Asian	0	0
Black – Non/Hispanic	0	0
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	05
Other Races	0	0
TOTALS - MINORITY		
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren
Rural	58	16
Living Alone	5	1
Low Income	16	12
Low Income - Minority	0	0
Limited English	1	0
+75 Years Old	15	2

Mid-Illinois Senior Services, Inc. Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.

In 2017, MISS, Inc. saw 87 Caregiver/GRG clients to receive help and connect with needed services. 100% of MISS's Caregiver/GRG clients surveyed received help and assistance to connect with needed services. 100% of MISS's clients surveyed received education to make decisions or solve problems.

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Caregivers are enabling their loved ones to continue living at home.

In 2017, MISS, Inc. assisted 66 clients by providing education & training, support group meetings & information & evidence based programming to prevent unnecessary institutionalization & make informed decisions. 100% of MISS's Caregiver clients surveyed said our services allowed them to care for the recipient longer & helped alleviate common stresses of caregiving.

100% of MISS's Caregiver/GRG clients surveyed rated our services excellent.

Piatt County

Piatt County Services for Seniors 2017 PERFORMANCE REPORT: COORDINATED POINT of ENTRY/ SENIOR INFORMATION SERVICES

Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.

The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2017. Piatt County Services for Seniors is one of 11 organizations designated as a Coordinated

Point of Entry in the 16 counties of East Central Illinois. Piatt County Services for Seniors received \$41,219 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a "central clearinghouse" for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and "warm transfers"; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Enhances Services Program (ESP) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

Cost Benefit: Piatt County Services for Seniors enrolled older adults in the following programs, saving Piatt county Medicare beneficiaries a total of \$127,140 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
Medicare Part D	20	* \$38,900
SSA Extra Help (LIS)	10	**\$40,000
Medicare Savings Plan	30	***\$48,240
TOTAL	60	\$127,140

*Based on an average savings of \$1945 per beneficiary, Source: Centers for Medicare and

Medicaid Services; **based on a savings of \$4000/year, Source: Social Security Administration;

***based on a savings of \$134/month, Source: Medicare.gov.

Performance Results: Level of Service and Persons Served

Piatt County Services for Seniors provided 1,506 units of service to 342 persons throughout the Piatt county geographic service area.

СРоЕ	County	Units	Unduplicated Persons
Piatt County Services of Seniors	Piatt	1,506	342

Performance Results: Targeting Those in Greatest Need

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The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need. 1.

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Performance Results: Impact of CPoE/SIS Services

Older adults and disabled persons experience an improved level of financial security.

PCSS saved \$75/year for 99 clients = \$7425 for license plate discounts.

Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.

Based on the \$1945 national average per beneficiary, PCSS helped clients save \$38,900 by assisting with Part D enrollment in plans that best serve client needs by providing them access to affordable medication and durable medical equipment.

Older adults are improving their overall health and well-being.

On a weekly average, 37 Piatt County citizens are given referrals to Peace Meals for Home Delivered or congregate meals that improve their health and well-being through improved nutrition.

Older adults are experiencing independence and improved quality of life.

Through the services and information provided by PCSS, 344 persons maintained their independence and improved their quality of life with in-home services, meals and financial or health information.

Older Americans will have successful transitions between all services and levels of care.

\$48,240 is the estimated savings in 2017 among Piatt County citizens who received help through the Medicare Saving Plan, and approximately \$40,000 was saved through assistance from the Social Security Administration Extra Help program, which reduced the dollars paid for Part B premium and prescription medications.

Older Americans are empowered to improve their health by engaging in evidencebased, healthy aging program and services.

Faith in Action satisfies this need in Piatt County.

Vermilion County CRIS Healthy Aging Center 2017 PERFORMANCE REPORT: COORDINATED POINT of ENTRY/ SENIOR INFORMATION SERVICES

Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.

The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2017. CRIS Healthy Aging Center is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. CRIS Healthy Aging Center received \$86,620 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a "central clearinghouse" for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and "warm transfers"; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Enhances Services Program (ESP) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

Cost Benefit: CRIS Healthy Aging Center enrolled older adults in the following programs, saving Vermilion County Medicare beneficiaries a total of \$418,109 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
Medicare Part D	109	*\$212,005
SSA Extra Help (LIS)	52	**\$208,000
Medicare Savings Plan	38	***\$61,104
TOTAL	199	\$418,109

*Based on an average savings of \$1945 per beneficiary, Source: Centers for Medicare and Medicaid Services; **based on a savings of \$4000/year, Source: Social Security Administration;***based on a savings of \$134/month, Source: Medicare.gov.

Performance Results: Level of Service and Persons Served

CRIS Healthy Aging Center provided 3,510 units of service to 1,917 persons throughout Vermilion County.

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СРоЕ	County	Units	Unduplicated Persons
CRIS Healthy Aging Center	Vermilion	3,510	1,917
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Performance Results: Targeting Those in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

CPoE/SIS Services	Unduplicated
Participants: Minority	Persons
White – Hispanic	11
American Indian/Alaska Native	5
Asian	1
Black – Non/Hispanic	251
Black -Hispanic	11-11
Black - Ethnicity Missing	
Native Hawaiian - Other Pacific	3
Islander	30
Other Races	17
TOTAL MINORITY	289
SERVED	209
CPoE/SIS Services	Unduplicated
Participants: Overview	Persons
Rural	283
Living Alone	917
Low Income	1075
Low Income – Minority	176
Limited English	21
+75 Years Old	897

Performance Results: Impact of CPoE/SIS Services

Older adults and disabled persons experience an improved level of financial security.

- The CRIS SIS/CPoE program assisted 856 older adults in applying for benefit programs enabling them to save money on rent and utilities;
- Service Providers counseled and/or assisted older adults with Benefits Access applications providing seniors and persons with disabilities free

transit rides and a Secretary of State license plate discount, resulting in an individual savings of \$76 per year.

 Older adults received free and reduced-fare rides from CRIS Rural Transits and Danville Mass Transit.

Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.

- Service Providers counseled and/or assisted 109 older adults in enrolling in Medicaid and Medicare Part D;
- Service Providers counseled and/or assisted 1,918 older adults in making applications for insurance and prescription drug savings such as the Senior Health Assistance Program (SHAP); Social Security Administration's Low Income Subsidy (to receive a reduction on Medicare Parts B and D premiums; Medicare Savings Program (an average savings of at \$105/month for Part B and \$32/month for Part D); Medicare Part B Prevention and Wellness benefit, and other prescription drug assistance program options.

Older adults are improving their overall health and well-being.

- By engaging in CPoE/SIS, older adults have access to medical care to maintain or improve their health;
- Service Providers provided 4 older adults with access to evidence-based Healthy Aging programs such as the Chronic Disease Self-Management Program, Diabetes Self-Management Program, and "Strong for Life" exercise classes;
- Service Providers refer older adults to congregate meal, home-delivered meal, and home care assistance programs in their communities.

Older adults are experiencing independence and improved quality of life.

- 99% of participants contacting the CPoE/SIS found the information they were given to be helpful in resolving matters;
- Nearly 31% of the participants contacting the CPoE/SIS were seeking information and 72.5% requested services;
- 99% of participants were satisfied with the way their call was handled and 100% would recommend the service;
- Follow-up activities by CRIS Healthy-Aging Center ensured that

participants had a successful care transition between services and levels of care;

• The provision of Options Counseling enabled 284 older adults in Vermilion County to make decisions about living arrangements based upon their needs and the services that are available to them to help them continue living at home;

Older Americans will have successful transitions between all services and levels of care.

Results: CRIS Healthy Aging Center, in conjunction with Carle Foundation Hospital and Presence Health, is conducting a program aimed at providing community-based services to prevent hospital readmissions of Medicare patients within 30-days. During FY2017, 2,821 Medicaid patients living in Champaign and Vermilion Counties were seamlessly transitioned from the hospital to in-home care. ECIAAA is awaiting evaluation information and remains committed to supporting care-transition services that bridge Medicare and human services.

CRIS offers a comprehensive array of services to seniors: All programs/departments have policies and procedures in place to refer clients internally. This ensures or clients have smooth, timely access to appropriate services.

Older Americans are empowered to improve their health by engaging in evidencebased, healthy aging program and services.

Results: CRIS offered the following evidence-based programming in Vermilion County: Chronic Disease Self-Management Program, Diabetes Self-Management Program, A Matter of Balance, Savvy Caregiver, and Strong for Life.

Strong for Life	5 participants	3 classes per week	775 individual class sessions
Diabetes Self-Management Program	5 participants	6 classes	30 individual class sessions
Chronic Disease Self- Management Program	10 participants	6 classes	60 individual class sessions
Savvy Caregiver	2 participants	6 classes	12 individual class sessions
Matter of Balance	11 participants	8 classes	88 individual class sessions
TOTAL	ENTRA	L . II.	965 individual class sessions

Vermilion County CRIS Healthy-Aging Center 2017 PERFORMANCE REPORT: CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING GRANDCHILDREN (GRG)

Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).

The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.

During FY2017, CRIS Healthy-Aging received \$52,820 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Vermilion.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing

services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver;* and, provide Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

Cost Benefit: Although local data is not yet available to calculate costs, the AARP Public Policy Institute indicates the value of unpaid caregiving in the United States totals \$470 billion per year. Nationwide, there are 43.5 million caregivers providing care to adults 18 years of age and older with a disability or illness. Sixteen million adult family caregivers care for someone who has Alzheimer's disease or other dementia. The value of unpaid caregiving exceeds the value of paid home care and total Medicaid spending in the same year.

CRIS- Healthy Aging Center Performance Results: Level of Service and Persons Served

CRIS Healthy-Aging Center provided a total of 970 units of service to 131 caregivers, and 545 units of service to 51 grandparents.

	CAS	County	CAS Units	CAS Unduplicated Caregivers	GRG Units	GRG Unduplicated Persons
0	CRIS Healthy Aging Center	Vermilion	970	131	545	51

CRIS Healthy-Aging Center Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren	
White - Hispanic	0	1	
American Indian/Alaska Native	0	0	
Asian	0	0	
Black – Non/Hispanic	25	9	
Black -Hispanic	0		
Black - Ethnicity Missing	0	0	
Native Hawaiian - Other Pacific Islander	0	0	
Other Races	2	0	
TOTALS - MINORITY			
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren	
Rural	v •20≻	11	
Living Alone	12	6	
Low Income	42	18	
Low Income - Minority	10	7	
Limited English	0	0	
+75 Years Old	34	7	

CRIS Healthy-Aging Center Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.

- 39% of caregivers report they have received education or training, including counseling or support groups, to help them make informed decisions;
- 71% of caregivers report receiving information to connect to the services and resources they need;
- 100% say the information and services they receive are helpful, and 77% of caregivers report the information and services they receive are helping them a lot;
- 80% of caregivers rate caregiver support services as good, very good, or excellent;
- 82% of caregivers indicate the support has helped them to be a better caregiver;
- 35% of caregivers are providing all the care to their loved ones;
- Most caregivers are spouses caring for a spouse, and nearly 67% of the caregivers live in the same house with the care recipient;
- 86% of caregivers indicate the services they are receiving have alleviated the difficulties of caregiving.
- 92.6% of caregivers report that they have received support and assistance from CRIS such that their caregiving role is beneficial to both caregiver and care recipient(s).
- 70.4% of caregivers report that they have less stress when dealing with issues they face caring for their loved one(s) because of the information that the CRIS Caregiver program provides.
- 100% of CRIS Grandparents Raising Grandchildren participants agree that they have received help, support and knowledge of resources through the GRG program.
- 100% of Caregiver/GRG participants indicate that the CRIS staff has been helpful in providing services and information from all departments at CRIS.
- 60% of respondents report that their health has been improved by information and services provided by CRIS staff.
- 71.4% of Caregiver/GRG clients agree that through the Caregiver program, they are more able to make informed decisions to benefit the welfare of their loved one(s).

Caregivers are enabling their loved ones to continue living at home.

- 47% of caregivers report the program has enabled to provide care longer; (POMP #28 and following)
- 31% of caregivers indicate that without this service, their loved ones would be living in a nursing home;
- 8% say they would be living in an assisted living facility.
- 96.3% of caregivers report that the CRIS caregiver program has provided support to enable them to continue to care for their loved one(s).



East Central Illinois Area Agency on Aging, Inc.

2017 SERVICE PROVIDER PERFORMANCE REPORTS By County

Senior Nutrition Services



Counites of: Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Iroquois, Livingston, McLean, Moultrie, Piatt and Shelby

Sarah Bush Lincoln Health Center- Peace Meal Senior Nutrition Program 2017 PERFORMANCE REPORT: NUTRITION SERVICES

Performance Outcome #3: Older adults have improved food security and reduced social isolation.

Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.

During FY2017, ECIAAA budgeted \$1,879,859 in federal Older Americans Act Title III-C, Illinois General Revenue Funds (GRF) for home delivered meals and Nutrition Services Incentive Program funds for congregate nutrition and for homedelivered meals. Congregate meals are served at familiar locations, such as senior centers, to promote health and reduce isolation; home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

Peace Meal Senior Nutrition Program is one of four organizations (Service Providers) funded by ECIAAA to deliver congregate and home-delivered meals to the following fourteen counties:

Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Iroquois, Livingston, McLean, Moultrie, Piatt, and Shelby.

Nutrition programs are required to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients.

Cost Benefit: Studies are underway to determine the financial benefit of nutrition services, but early studies are linking them to improved health and health care utilization. Brown University's Center of Gerontology and Health Care Research in 2016, showed that the health care costs of Meals on Wheels recipients declined

after they enrolled in a home-delivered meals program. Hospitalization costs fell by an average of \$362, \$1155, and \$1356 at the 30-, 90-, and 180-day time periods following enrollment. Nursing facility costs fell by \$244, \$652, and \$363 over the same time periods respectively.

Peace Meal Senior Nutrition Program Performance Results: Number of Meals and Older Adults

Peace Meal Senior Nutrition Program provided a total of 386,272 meals to 5,371 older adults; 139,371 congregate meals to 3,260 older adults and 246,901 home-delivered meals to 2,111 older adults.

Peace Meal Senior Nutrition Program	Total Congregate Meals	Total Congregate Participants	Total Home Delivered Meals	Total Home Delivered Meals Participants
Champaign	9,638	238	40,209	359
Clark	0	0	5,347	33
Coles	14,744	517	52,932	403
Cumberland	3,201	113	12,397	97
DeWitt	3,931	119	8,069	83
Douglas	2,842	55	8,430	99
Edgar	3,194	161	10,287	78
Ford	4,430	79	(1,671	26
Iroquois	45,591	771	1,484	20
Livingston	1,554 Y	40	12,758	100
McLean	29,260	561	65,624	549
Moultrie	7,740	180	5,439	53
Piatt	2,710	94	4,127	53
Shelby	10,536	332	18,127	158
TOTAL MEALS & UNDUPLICATED PERSONS	139,371	3,260	246,901	2,111

Peace Meal Senior Nutrition Program Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

GREATEST NEED: Minority	Congregate Meals	Home Delivered Meals
White - Hispanic	9	4
American Indian/Alaska Native	4	0
Asian	13	1
Black – Non/Hispanic	49	70
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	11	6
TOTAL MINORITY SERVED		
GREATEST NEED: Overview	Congregate Meals	Home Delivered Meals
Rural	1,967	1,216
Living Alone	889 🦉	815
Low Income	426	692
Low Income - Minority	39	57
Limited English	32	21
+75 Years Old	1,876	1,312

Peace Meal Senior Nutrition Program Performance Results: Impact of Nutrition Services

Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows:

Participants in the congregate and home-delivered meal programs experience improved food security.

During FY17, 79% of congregate clients reported a continuation of meals for over one year and 59% reported that they participated in the nutrition site at least once each week. Over half of the clients surveyed indicated that Peace Meal was their main source of food.

The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults.

Congregate clients fellowship with others while participating at the site. Of those surveyed, 89% of congregate clients indicated that they saw friends more as a result of participating in nutrition programs. Home delivered meal clients have reduced isolation through daily contact with a delivery driver. All home delivered meal clients surveyed reported that their delivery driver was friendly and respectful.

Meal participants are eating healthier, making better food choices, and improving their health.

Almost 90% of clients surveyed (87% congregate and 89% home delivered meals) reported that they ate healthier as a result of receiving senior nutrition meals. Over half also reported improved health. Congregate clients went on to indicate that they made healthier choices as a result of participation in the meal program (69%).

The nutrition services program is promoting independence and enabling older adults to live at home.

The vast majority of clients surveyed reported that nutrition services contributed to independence. Seventy-one percent of congregate clients and 88% of home delivered meal clients responded that meals allowed them to remain in their own home.

Macon County Decatur Macon County Opportunities Corporation (DMCOC)-Elderly Services Program 2017 PERFORMANCE REPORT: NUTRITION SERVICES

Performance Outcome #3: Older adults have improved food security and reduced social isolation.

Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.

During FY2017, ECIAAA budgeted \$305,330 in federal Older Americans Act Title III-C, Illinois General Revenue Funds and Nutrition Services Incentive Program funds for congregate nutrition and home delivered meals to DMCOC. Congregate meals are served at familiar locations, such as senior centers, to promote health and reduce isolation; home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

The ECIAAA funded four organizations (Service Providers) to deliver congregate and home-delivered meals throughout its 16-county geographic service area with DMCOC providing congregate and home delivered meals in Macon county.

Nutrition programs are required to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients.

Cost Benefit: Studies are underway to determine the financial benefit of nutrition services, but early studies are linking them to improved health and health care utilization. Brown University's Center of Gerontology and Health Care Research in 2016, showed that the health care costs of Meals on Wheels recipients declined after they enrolled in a home-delivered meals program. Hospitalization costs fell by an average of \$362, \$1155, and \$1356 at the 30-, 90-, and 180-day time periods

following enrollment. Nursing facility costs fell by \$244, \$652, and \$363 over the same time periods respectively.

DMCOC Performance Results: Number of Meals and Older Adults

The organizations provided a total of 48,165meals to 678 older adults; 34,852 congregate meals to 519 older adults and 13,313 home-delivered meals to 159 older adults.

DMCOC- Elderly Services Program	Total Congregate Meals	Total Congregate Participants	Total Home Delivered Meals	Total Home Delivered Meals Participants
Decatur Macon County Opportunities Corp. Elderly Services Program	34,852	519	13,313	159

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DMCOC Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

GREATEST NEED: Minority	Congregate Meals	Home Delivered Meals
White – Hispanic	0	0
American Indian/Alaska Native	義行。1 A	0
Asian	1 🤆	0
Black – Non/Hispanic	82	51
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	1
Other Races	0	0
TOTAL MINORITY SERVED		
GREATEST NEED: Overview	Congregate Meals	Home Delivered Meals
Rural	172	25
Living Alone	284	110
Low Income	314	136
Low Income – Minority	82	50
Limited English	4	2
+75 Years Old	253	68

DMCOC Performance Results: Impact of Nutrition Services

Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows:

Participants in the congregate and home-delivered meal programs experience improved food security.

- 80% (C) of surveyed participants stated they have been receiving meals for 1 year or more
- 57% (C) of surveyed participants stated they received meals at least weekly
- 57% (C) of surveyed participants stated that the meal was their main source of food

The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults.

- 74% (C) of surveyed clients stated they saw friends more because of receiving meals
- 100% (HD) of surveyed clients stated the deliverer was friendly and respectful

Meal participants are eating healthier, making better food choices, and improving their health.

- 84% (C) of surveyed participants said they ate healthy because of receiving meals
- 70% (C) of surveyed participants said their health improved because of receiving meals
- 61% (C) of surveyed participants said they achieved/maintained a healthy weight because of receiving meals
- 75% (C) of surveyed participants said they felt better because of receiving meals
- 55% (C) of surveyed participants said they made healthier choices because of receiving meals
- 45% (C) of surveyed participants said they learned food safety tips because of receiving meals

- 66% (HD) of surveyed participants said they ate healthier because of receiving meals
- 81% (HD) of surveyed participants said they had improved health/felt better because of receiving meals

The nutrition services program is promoting independence and enabling older adults to live at home.

- 67% (C) of surveyed participants said meals allowed them to stay in their homes
- 83% (HD) of surveyed participants said meals allowed them to stay in their homes

CENTRAL Macon County

Catholic Charities- Meals on Wheels Program 2017 PERFORMANCE REPORT: NUTRITION SERVICES

Performance Outcome #3: Older adults have improved food security and reduced social isolation.

Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.

During FY2017, ECIAAA budgeted \$231,440 in federal Older Americans Act Title III-C, Illinois General Revenue Funding and Nutrition Services Incentive Program funds for home-delivered meals in Macon County. Home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

Nutrition programs are required to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients. *Cost Benefit:* Studies are underway to determine the financial benefit of nutrition services, but early studies are linking them to improved health and health care utilization. Brown University's Center of Gerontology and Health Care Research in 2016, showed that the health care costs of Meals on Wheels recipients declined after they enrolled in a home-delivered meals program. Hospitalization costs fell by an average of \$362, \$1155, and \$1356 at the 30-, 90-, and 180-day time periods following enrollment. Nursing facility costs fell by \$244, \$652, and \$363 over the same time periods respectively.

Catholic Charities- Meals on Wheels Performance Results: Number of Meals and Older Adults

The organizations provided a total of 75,770 meals to 570older adults.

	Total Congregate Meals	Total Congregate Participants	Total Home Delivered Meals	Total Home Delivered Meals Participants
Catholic Charities, Meals on Wheels			3	
Macon County		-	75,770	570
EA	AGENC	Y . ON	401	

Catholic Charities- Meals on Wheels Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

GREATEST NEED: Minority	Congregate Meals	Home Delivered Meals
White - Hispanic		3
American Indian/Alaska Native		0
Asian		0
Black – Non/Hispanic	· /r	117
Black -Hispanic		1
Black - Ethnicity Missing	1	0
Native Hawaiian - Other Pacific Islander		2 1
Other Races		2
TOTAL MINORITY SERVED		
GREATEST NEED: Overview	Congregate Meals	Home Delivered Meals
Rural	A.	5
Living Alone	0	304
Low Income	Y .	296
Low Income - Minority	A	92
Limited English	U.	4
+75 Years Old		306

Catholic Charities- Meals on Wheels Performance Results: Impact of Nutrition Services

Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows: Participants in the congregate and home-delivered meal programs experience improved food security.

Through the Meals on Wheels program and 78 respondents, 88% reported improved food security.

The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults.

Through the Meals on Wheels program and 78 respondents, 99% reported they felt less isolated and more secure because of the daily visits

Meal participants are eating healthier, making better food choices, and improving their health.

Through the Meals on Wheels program and 78 respondents reporting, 88% felt they were eating healthier.

The nutrition services program is promoting independence and enabling older adults to live at home.

Through the Meals on Wheels program and 78 respondents reporting, 91% felt they were able to stay independent because of the home delivered meals.

Older Americans are empowered to improve their health by engaging in evidencebased, healthy aging program and services.

Through the Meals on Wheels program and 78 respondents reporting, 100% were more aware of healthy aging programs in the community.

Vermilion County CRIS Healthy-Aging Center 2017 PERFORMANCE REPORT: NUTRITION SERVICES

Performance Outcome #3: Older adults have improved food security and reduced social isolation.

Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.

During FY2017, ECIAAA budgeted \$525,371 in federal Older Americans Act Title III-C, Illinois General Revenue Funds and Nutrition Services Incentive Program funds for congregate nutrition and home-delivered meals to CRIS Healthy-Aging Center. Congregate meals are served at familiar locations, such as senior centers, to promote health and reduce isolation; home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

The ECIAAA funded four organizations (Service Providers) to deliver congregate and home-delivered meals throughout its 16-county geographic service area with CRIS providing these services in Vermilion County.

Nutrition programs are required to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients.

Cost Benefit: Studies are underway to determine the financial benefit of nutrition services, but early studies are linking them to improved health and health care utilization. Brown University's Center of Gerontology and Health Care Research in 2016, showed that the health care costs of Meals on Wheels recipients declined after they enrolled in a home-delivered meals program. Hospitalization costs fell by an average of \$362, \$1155, and \$1356 at the 30-, 90-, and 180-day time periods

following enrollment. Nursing facility costs fell by \$244, \$652, and \$363 over the same time periods respectively.

CRIS Healthy-Healthy Aging Performance Results: Number of Meals and Older Adults

The organizations provided a total of 100,696 meals to 1,5910lder adults; 24,441congregate meals to 1,097 older adults and 76,255 home-delivered meals to 494 older adults.

CRIS Healthy- Aging Center	Total Congregate Meals	Total Congregate Participants	Total Home Delivered Meals	Total Home Delivered Meals Participants
CRIS Healthy Aging	•	~		
Center	24,441	1,097	76,255	494

CRIS Healthy-Aging Center Performance Results: Targeting Older Adults in Greatest Need

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

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GREATEST NEED: Minority	Congregate Meals	Home Delivered Meals
White - Hispanic	10	2
American Indian/Alaska Native	1	2
Asian	0	0
Black – Non/Hispanic	55	80
Black -Hispanic	0	0
Black - Ethnicity Missing	0	1
Native Hawaiian - Other Pacific Islander	0	1
Other Races	12	6
TOTAL MINORITY SERVED		
GREATEST NEED: Overview	Congregate Meals	Home Delivered Meals
Rural	421	67
Living Alone	416	241
Low Income	393	299
Low Income - Minority	-28	59
Limited English	15	5 7
+75 Years Old	547	215

CRIS Healthy-Aging Center Performance Results: Impact of Nutrition Services

Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows:

Participants in the congregate and home-delivered meal programs experience improved food security.

- Nearly 60% eat at a site daily or at least weekly;
- 18% of congregate meal participants eat at a site daily;
- 50% of congregate meal participants indicate the meal served at the site is their main source of food;
- 60% do not always have enough money or financial assistance to buy food;

- 38% in the past have had to choose between buying food and paying their medical bills and another 36% have had to choose between buying food and paying their utility bills;
- 21% indicate they had to skip meals because they had no food or money.

The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults.

- 96% indicate that by participating in the congregate meal program, they see their friends more often;
- 78% report they have been attending the meal site for one or more years.

Meal participants are eating healthier, making better food choices, and improving their health.

- 98% of congregate meal participants and nearly 96% of home-delivered meal recipients report they eat healthier;
- 98% like the meals served at their congregate site- 95% rate the food as good, very good, or excellent, and 89.4% of home-delivered meal recipients like the way the food tastes either most or all the time;
- 99% of the participants would refer a friend to the program;
- 97% of congregate meal participants indicate they feel better and 96% report improved health;
- 78% of home-delivered meal recipients think their health has improved and indicate they feel better;
- More than 94% of participants report they have either achieved or are maintaining a healthy weight;
- 64% of participants indicate they make more healthful and nutritious food choices because of participating in a congregate meals program.

The nutrition services program is promoting independence and enabling older adults to live at home.

- Nutrition service programs check on home-delivered meal recipients to ensure their well-being (1400 calls per week to 494 HDM recipients);
- More than 99% report that the meals and services they receive at a congregate meal site are helping them to continue living at home.

East Central Illinois Area Agency on Aging, Inc.

2017 SERVICE PROVIDER PERFORMANCE REPORTS By County

Legal Services



Counties of: Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Macon, Moultrie, Piatt, Shelby and Vermilion

Land of Lincoln Legal Assistance Foundation, Inc. 2017 PERFORMANCE REPORT: LEGAL SERVICES

Outcome #4: Older adults receive specialized legal services to address their legal need.

Legal services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are promoting the independence and financial stability of older adults by providing legal advice, representation, and education to increase their understanding of consumer, legal, medical, and financial rights and responsibilities.

During FY2017, ECIAAA allocated \$59,840 to Land of Lincoln Legal Assistance Foundation, Inc. in federal Older Americans Act Title III-B funds for legal assistance for older adults. Land of Lincoln Legal Assistance Foundation provides legal services in thirteen counties in East Central Illinois (PSA 05) including Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Macon, Moultrie, Piatt, Shelby and Vermilion.

The provision of legal services includes advocating for and assisting with basic civil needs of an older adult. Assistance can be provided to help in cases of elder abuse and neglect, financial exploitation, consumer fraud, landlord/tenant relationships and public benefit programs. Criminal, real estate and damage award cases cannot be handled by legal assistance.

Legal service programs are required to provide legal advice and representation; inform older adults about the availability and location of their services and case-acceptance priorities; provide community education opportunities on legal issues; prioritize legal assistance for Adult Protective Service cases; attend court hearings and prepare legal documents; provide referral and follow-up for additional services to benefit the client; provide assistance in obtaining public benefits, such as Social Security, Medicare, Medicaid, etc.; and collaborate and consult with other service providers serving the same populations.

Cost Benefit: On average, private attorney fees are 2.4 times the cost of Service Provider fees. Funds provided by the ECIAAA enabled Land of Lincoln Legal Assistance Foundation, Inc. to provide 748 hours of solely OAA funded legal services to older adults. This resulted in a cost savings of \$59,840 when program cost is compared to private attorney fees.

Land of Lincoln Legal Assistance Foundation, Inc. Performance Results: Level of Service and Older Adults Served

Land of Lincoln Legal Assistance Foundation, Inc. provided 2,998 hours of legal assistance to 484 persons.

	Units	Persons
Champaign	961.05	181
Clark	25.32	4
Coles	237.34	32
Cumberland	50.90	4
DeWitt	49.96	6
Douglas	60.71	11
Edgar	156.60	25
Ford	55.50	11
Macon	734.30	128
Moultrie	57.90	7
Piatt	36 🏹	5
Shelby	27.50	9
Vermilion	545.80	61
Total- Land of Lincoln Legal Assistance Foundation, Inc.	2998.88	484

Land of Lincoln Legal Assistance Foundation, Inc. Performance Results: Targeting Older Persons in Greatest Need

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

GREATEST NEED: Minority	Legal Services
White - Hispanic	8
American Indian/Alaska Native	0
Asian	1
Black – Non/Hispanic	115
Black -Hispanic	-
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific	0
Islander	0
Other Races	4
TOTAL MINORITY SERVED	
GREATEST NEED: Overview	Legal Services
Rural	54
Rural Living Alone	1.1.4.1.1.
S S S S S S S S S S S S S S S S S S S	54
Living Alone	54 357
Living Alone Low Income	54 357 104
Living Alone Low Income Low Income - Minority	54 357 104 47

Land of Lincoln Legal Assistance Foundation Inc. Performance Results: Impact of Legal Services

Older adults who work with attorneys understand the legal importance of advance directives, and benefit from peace of mind when choosing their future financial and medical decision-makers.

Land of Lincoln attorneys drafted powers of attorney for 100 clients in FY 2017. 95% of the clients who requested help were provided with executed powers of attorney. Some clients, after requesting assistance, were determined to lack capacity to execute these documents. Clients receiving assistance reported a 93.6% satisfaction rate. On a scale of 1 to 5, with 5 being the highest rating, clients rated the attorney's ability to explain the law and to understand the client at 4.9. They also rated the attorney's respect for them at 4.8, and the ability to listen at 4.7.

Older adults who work with attorneys understand their rights to public

benefits including medical and financial benefits, and achieve stability from obtaining or preserving these benefits.

Land of Lincoln attorneys provided brief services or extended representation to 20 clients with health and economic benefits cases. This included \$25,200 in economic benefits to clients. Clients included 1 who obtained protection from elder financial exploitation by a family member, 2 who obtained Medicaid and 2 whose Medicaid termination was prevented, 5 whose nursing home discharge was prevented, and 5 who were found eligible for public benefits such as SNAP and Social Security benefits. Clients reported that the attorney dealt with them at their level of understanding and with great patience; explained things in simple terms so they could understand what he was showing them; and was very personable and a good listener. *Older adults who work with legal service attorneys understand their legal and consumer rights, are protected from fraud, elder abuse and neglect and financial exploitation, landlord/tenant relationships and unlawful debt collection.*

Land of Lincoln attorneys provided brief services or extended representation to 67 clients facing consumer rights issues. These clients received \$2,700 in economic benefit due to our services, in terms of stopped garnishments and consumer rights enforcement. 16 clients had their collection actions dismissed, 6 had debt collection harassment stopped, 5 had their exemption rights invoked and collections actions stopped, and 5 had their debt reduced or forgiven. Representative comments from clients included thanks for saving a client's house, an encouragement to keep helping others with their needs, and an opinion that the service provided was excellent.

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Counties of: Livingston, McLean and Iroquois Prairie State Legal Services, Inc. 2017 PERFORMANCE REPORT: LEGAL SERVICES

Outcome #4: Older adults receive specialized legal services to address their legal need.

Legal services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are promoting the independence and financial stability of older adults by increasing their knowledge and understanding of consumer, legal, medical, and financial rights and responsibilities.

During FY2017, ECIAAA allocated \$34,786 to Prairie State Legal Services, Inc. in federal Older Americans Act Title III-B funds for legal assistance for older adults. Prairie State Legal Services provides legal services in Iroquois, Livingston and McLean counties in East Central Illinois (PSA 05).

The provision of legal services includes advocating for and assisting with basic civil needs of an older adult. Assistance can be provided to help in cases of elder abuse and neglect, financial exploitation, consumer fraud, landlord/tenant relationships and public benefit programs. Criminal, real estate and damage award cases cannot be handled by legal assistance.

Legal service programs are required to provide legal advice and representation; inform older adults about the availability and location of their services and caseacceptance priorities; provide community education opportunities on legal issues; prioritize legal assistance for Adult Protective Service cases; attend court hearings and prepare legal documents; provide referral and follow-up for additional services to benefit the client; provide assistance in obtaining public benefits, such as Social Security, Medicare, Medicaid, etc.; and collaborate and consult with other service providers serving the same populations.

Cost Benefit: On average, private attorney fees are 2.4 times the cost of Service Provider fees. Funds provided by the ECIAAA enabled Prairie State Legal Services, Inc. to provide 497.8 hours of legal services to older adults. This resulted in a cost savings of \$64,774 when program cost is compared to private attorney fees.

Prairie State Legal Services, Inc. Performance Results: Level of Service and Older Adults Served

Prairie State Legal Services, Inc. provided 497.8 hours of legal assistance to 117 persons.

	Units	Persons
Prairie State Legal Services- Iroquois	96.90	20
Prairie State Legal Services- Livingston	69.0	16
Prairie State Legal Services- McLean	331.90	81
Total- Prairie State Legal Services	497.80	117



Prairie State Legal Services, Inc. Performance Results: Targeting Older Persons in Greatest Need

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

GREATEST NEED: Minority	Legal Services
White - Hispanic	2
American Indian/Alaska Native	0
Asian	0
Black – Non/Hispanic	18
Black -Hispanic	0
Black - Ethnicity Missing	0
Native Hawaiian - Other Pacific Islander	0
Other Races	2
GREATEST NEED: Overview	Legal
GREATEST NEED: Overview	Services
Rural	16
Living Alone	97
Low Income	40
Low Income - Minority	8
Limited English	1
+75 Years Old	40

Prairie State Legal Services, Inc. Performance Results: Impact of Legal Services

Older adults who work with attorneys understand the legal importance of advance directives, and benefit from peace of mind when choosing their future financial and medical decision-makers.

- 1. Prairie State attorneys presented programs on advance directives for 85 older adults at programs held at
- 2. Downtowner, Bloomington, Phoenix Tower, Bloomington, Lincoln Towner, Bloomington, Pontiac Towers, Pontiac, Evenglow Lodge, Pontiac

- 3. 10 older adults received direct legal services related to advanced directives
- 4. Prairie State linked 15 low income older adults to volunteer attorneys who prepared advanced directives. (These persons were not included in the statistics for total served)

The older adults who work with attorneys understand their rights to health and economic benefits, and achieve stability from obtaining or preserving these benefits.

- 1. Prairie State helped 36 older adults with legal questions or problems related to health or income benefits.
- 2. Five of these cases were completed with legal representation in appeals that resulted in access to medical benefits that had been wrongly denied or prevented improper involuntary discharges from nursing home care. These health care cases helped older adults reduce medical debt by \$13,588.

The involuntary discharge cases involved nursing home residents who had depleted their assets on nursing home care and had applied for Medicaid. The State requires proof of how all assets were used for the previous 5 years and this can be overwhelming for the nursing home resident and their family members. This may result in denials of Medicaid and threats of removal from the facility. Prairie State handles these cases often based on referrals from the Long-term care ombudsmen.

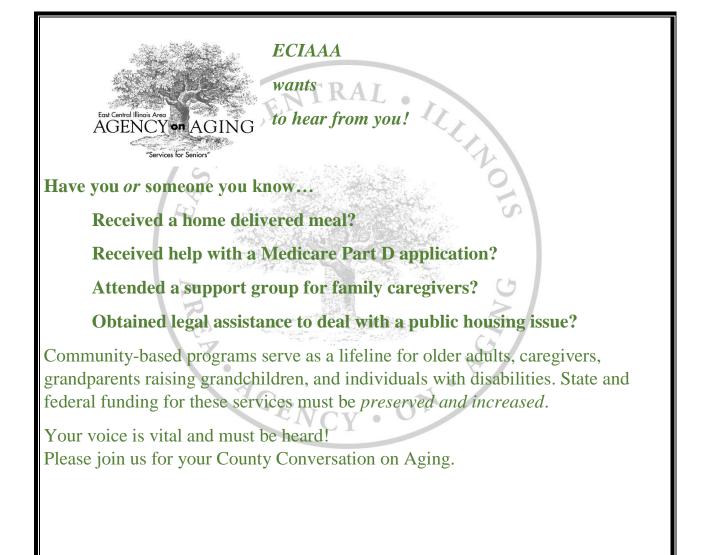
Older adults who work with legal service attorneys understand their consumer rights and are protected from unlawful debt collection, promoting financial stability, and lowering stress.

Prairie State provided legal assistance for 19 older adults with consumer issues. In addition:

- Prairie State helped 22 older adults with family law issues including representing two older adults who had been victims of domestic violence or financial abuse.
- Prairie State helped 44 older adults with housing law issues including representing 5 older adults threatened with eviction. We prevented imminent homelessness in all of these cases and prevented the eviction in 3 cases, preserved the client's housing subsidy enabling her to move to another affordable apartment, and helped one person to obtain more time to find alternative housing.

East Central Illinois Area Agency on Aging, Inc.

FY 2018 COUNTY CONVERSATIONS AREA-WIDE SUMMARY and SUMMARIES BY COUNTY



ECIAAA Area-wide County Conversations Summary:

ECIAAA conducted twelve (12) County Conversations from January 12, 2018 through February 5, 2018.

Total Attendees - 205

Locations – Majority of the County Conversations were held at local senior centers.

Objective I

Presented the FY 2017 Performance Outcomes Report to Constituents on Older Americans Act Services - Legal, Nutrition, Caregiver Advisory and CPoE/Senior Information Services.

Objective II

Obtained input from participants how ECIAAA can improve the OAA services provided, and how ECIAAA can improve OAA service delivery.

Objective III

Served as an advocacy platform to inform lawmakers how vital these programs are to their constituents and must be preserved and increased!

Questions Asked During the County Conversations... HOW CAN WE IMPROVE THE OAA SERVICES PROVIDED? HOW CAN WE IMPROVE OAA SERVICE DELIVERY?

Senior Information Services/Coordinated Points of Entry (SIS/CPoE)

- 1. The PSA 05 SIS/CPoE Program needs a Statewide Brand similar to the United Way Brand/Logo which is easily recognized by the public.
- 2. Increased federal and state funding is needed to respond to the increased demand for services.
- 3. OAA must allow Service Providers to report under NAPIS the SHAP services provided to individuals with disabilities who are under 60 years of age.
- 4. Reinstate "Gap-Filling" services to allow SIS/CPoE programs to provide one-time support services to clients in need.
- 5. Service Providers and participants support the current SIS/CPoE Service Program Design as implemented by ECIAAA in FY 2011.
- 6. SHIP Counselors provide many important services that are not available online or through IDOA's Senior Helpline.

- 7. Individuals with disabilities are a large portion of the SIS customer base. Resources are being shifted from SIS to SHAP to address the demand.
- 8. Ethnic diversity is increasing in all communities ECIAAA needs to ensure services are targeting diverse groups.
- 9. Technology needs have outpaced the availability of federal, state and local funding.
- 10.Long-term care facilities (ALFs, SLFs and SNFs) are relying on SIS/CPoE providers to provide benefit access services and support services to their residents.

Caregiver Advisory Services

- 1. Participants reported the need to implement online support groups and online Evidence-Based Healthy Aging classes (CDSMP & DSMP).
- 2. More Respite Services are needed, specifically Respite Services for Grandparents Raising Grandchildren.
- 3. Reinstate "Gap-Filling" services for Caregivers and Grandparents Raising Grandchildren to provide one-time support services to those in need.
- 4. Service Providers and participants support the current Caregiver Advisory Program Service Program Design as implemented by ECIAAA in FY 2002.
- 5. Participants reported difficulty in finding affordable in-home care services for care recipients.
- 6. Participants reported the need to encourage early access to support groups the key is to have caregivers access services before the caregiver is completely worn down and desperate for help.
- 7. Caregiver Advisors reported the continued need to find legal support for Grandparents Raising Grandchildren seeking guardianship.
- 8. Caregivers & Grandparents Raising Grandchildren need more organized 'Nights Out of the House' to provide meaningful support.
- 9. Changes to the DHS system (Regional HUBS) have made Public Aid and Medicaid cases for Caregivers and GRG's much more difficult and time-consuming for the Caregiver Advisors.
- 10.Caregiver Advisory Programs provide services to GRGs under 55 which cannot be reported under OAA's NAPIS Reporting System.
- 11.Caregiver Advisory Programs report the circumstances GRGs become children caregivers have resulted in a negative stigma which prevents acceptance of services.

Nutrition Services

1. A need for increased funding is clearly evident – however – lawmakers must understand that the expectation to increase home-delivered meals comes with a cost.

- 2. Nutrition Providers must also invest in their infrastructure, such as replacement of central kitchen equipment and meal delivery vehicles, with increased funding.
- 3. Restaurant programs have been successful in increasing congregate participation, but are more expensive to operate.
- 4. Participants reported no recommendations for changes to the current service delivery design for Nutrition Services.
- 5. Nutrition Providers reported the need for more volunteers.
- 6. Nutrition Providers reported that the implementation of the Dietary Reference Intake (DRI's) nutritional requirements have not affected participants' satisfaction with OAA meals.
- 7. OAA Nutrition Programs require to match their operational budgets with local donations Nutrition Providers reported the need for better communication of how important these donations are to ensure nutrition services continue.
- 8. Nutrition Providers reported that nationally, there has been a shift away from preserving the congregate programs (shifting resources to home-delivered meals).
- 9. However, ECIAAA Nutrition Providers have successfully invested in congregate nutrition program expansion which has resulted in an overall increase in congregate participation in PSA 05.
- 10.Nutrition Providers reported a need for congregate meals on weekends and holidays.
- 11. Nutrition Providers reported a need to expand service delivery to rural areas.
- 12.Nutrition Providers requested more funding to provide more highly specialized diets to those in need.
- 13. The Nutrition Provider for Vermilion County reported that they have met their capacity for providing home-delivered meals a waiting list has been established for HDM clients.

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Legal Services

- 1. Legal Service Providers are diversifying caseloads.
- 2. There is a need for GRG Guardianship assistance.
- 3. More outreach is needed to younger individuals to plan for legal issues that come with Aging.
- 4. Guardianship cases are in demand.
- 5. Denial of public benefits cases are in demand.
- 6. Uncertainty of funding at the federal level affecting OAA legal services.

Community Issues Affecting OAA Services Unmet Needs – PSA 05

- 1. Energy Assistance
- 2. Home Delivered Meals
- 3. Dentures
- 4. Residential Repair & Renovation
- 5. Mental Health Counseling
- 6. Senior Companion
- 7. Yardwork/Snow Removal

Local Funding – PSA 05

- 1. United Way Agencies are no longer prioritizing senior services in several counties.
- 2. United Way of Macon County is targeting resources to support the 211 Information System.
- 3. United Way in McLean County has received a significant decrease in campaign donations (50%) due to competition for charitable donations.

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- 4. Many municipalities are cutting social service funding.
- 5. Diversity is needed when raising local funds.

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ECIAAA COUNTY CONVERSATIONS SUMMARIES BY COUNTY

Champaign County – February 1, 2018 Location: Champaign Public Library Total attendance: 24

Presenters:

SIS/CPoE & Caregiver Advisory Services -- Family Services of Champaign County - Pat Babich-Smith & Rosanna McLain. Nutrition – Barbra Wylie, Peace Meal Senior Nutrition Legal Assistance - Susan Zielke, Land of Lincoln Legal Assistance Foundation

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Notable Attendees:

Jose Jimenez – Illinois Department on Aging

Phyllis Roate – Illinois Department on Aging

Scott Eisenhauer – Mayor of Danville

J. L.L.I.N.O. Michelle Gonzalez - Aide to Illinois Senator Scott Bennett

Alyssa Hudson – Aide to Illinois Senator Chapin Rose

Jenny Baldwin – Aide to U.S. Representative Rodney Davis

Patrick Harness – ECIAAA Advisory Council Chairperson and representative for Champaign County

Julie Bobitt – ECIAAA Advisory Council Member for Champaign County

Champaign County Conversation Results:

Senior Information Services/CPoE:

Family Service's reported numbers don't indicate their full impact. They serve many people who don't give them enough information to report as clients.

Funding has remained stable, but expectations have increased.

Introducing a statewide brand will only be beneficial if SIS/CPoE providers are able to handle the resulting increase in clients.

New assisted living facilities are asking Family Service to perform services that they should be doing themselves.

Caregiver Advisory Services – Caregivers and Grandparents Raising Grandchildren:

Increases in funding have not kept up with increases in customers and case complexity.

Need for more Respite funds.

Changes in the DHS system (regional hubs) has made caregiver cases more time consuming.

Family Service helps many grandparents raising grandchildren who are under 55 years old. They cannot report these GRG's as clients.

The negative stigma of being a GRG is preventing some people from seeking services.

Nutrition Services:

A need for more funding. Or, at least, avoiding cuts in funding. The restaurant programs have been successful in other counties. Peace Meal is trying to start one in Champaign County.

Legal Services:

Land of Lincoln is trying to diversify their attorney caseloads. So that more attorneys receive experience working with senior issues.

Community Issues Reported in Champaign County:

Unmet Needs

Residential repair and renovation.

Local Funding

United Way is no longer prioritizing senior services. Many funding organizations list senior services as 'other'.

Danville, and many other municipalities, are cutting social service funding. Within three years, Danville will no longer be funding social services.

Clark County & Cumberland County – January 16, 2018 Location: Life Center of Cumberland County Total attendance: 14

Presenters:

SIS/CPoE – Sandy Bowman, Life Center of Cumberland County Caregiver Advisory Services -- CCSI – Marsha Johnson. Nutrition – Barbra Wylie, Peace Meal Senior Nutrition Legal Assistance – Excused Land of Lincoln Legal Assistance Foundation

Notable Attendees:

Nik Groothuis – Mayor of Casey, Illinois Ron Black – Cumberland County Board Member Charles L. Phillips, Life Center Board President Dick Ebbert, Life Center Board Member Joan Ettelbrick – Life Center Board Member Bruce McCandlish – Recognized Past Life Center Board Member Sandy Bowman – ECIAAA Advisory Council Member for Cumberland County

Clark & Cumberland County Conversation Results:

Senior Information Services/CPoE:

Identity theft classes are needed.

Meet with the mayor of Casey and other government officials to inform them of Life Center's services.

Establish regular meetings with officials.

Diversify advertising, beyond just the newsletter.

Caregiver Advisory Services – Caregivers and Grandparents Raising Grandchildren:

Turnout for support groups has been low.

When reaching out to schools, we must be certain to speak to the right people.

Nutrition Services:

There are independent meal programs that Peace Meal does not want to interfere with - for example – Harlan Hall in Clark County.

Peace Meal reports that these programs are respected .

However, Peace Meal's reach in these counties may be limited.

The Sarah Bush Lincoln sponsorship has been beneficial to Peace Meal.

Community Issues Reported in Clark County & Cumberland County:

Local Funding

There is a lot of uncertainty at the federal level. Local governments are less able to budget money for social services.

Coles County – January 29, 2018 Location: Coles County Life Span Center Total attendance: 16

Presenters:

SIS/CPoE – Marci Heinbaugh, Coles County Telecare Caregiver Advisory Services – Jean Shobe, Caregiver Resource Center Nutrition – Barbra Wylie, Peace Meal Senior Nutrition Legal Assistance – Susan Zielke, Land of Lincoln Legal Assistance Foundation

Notable Attendees:

Mike Hall – Aide to U.S. Representative John Shimkus Eli Sidwell – ECIAAA Corporate Board Member for Coles County

Coles County Conversation Results:

Senior Information Services/CPoE:

POMP surveys have been helpful in showing quantifiable SIS/CPoE results Need more funding and staffing.

Baby Boomers are aging and the number of people needing SIS/CPoE is services growing.

SHIP counselors provide many important services that are not available online or through the IDOA's Senior Helpline.

People with disabilities are a large portion of the information services customer base. Resources are having to be shifted from SIS to SHAP to take care of them.

Open enrollment season is very busy.

Caregiver Advisory Services – Caregivers and Grandparents Raising Grandchildren:

Need for online support groups and evidence-based classes. Absence of state GRG funds forced Coles County to improve their partner relationships.

Nutrition Services:

Increases in home delivered meal funding always come with requirements to increase the number of meals served. Inhibiting Peace Meal's ability to address equipment and facility concerns.

When budget cuts are made, don't cut nutrition funding more than anyone else.

The restaurant programs are successful, but are more expensive to operate.

Legal Services:

PILI (Public Interest Law Initiative) is trying to address conflict of interest referrals for GRG's.

Community Issues Reported in Coles County:

Local Funding

The Coles County Council on Aging has received reduced allocations in the Mattoon budget but remains at the current allocation level in the Charleston budget.

United Way funding is steady.

Funding diversity is needed.

DeWitt County & Piatt County – January 12, 2018 Location: DeWitt County Friendship Center Total attendance: 23

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Presenters:

SIS/CPOE –	Dewitt County – Annette Morrison, CCSI,
	Piatt County - Cara Marcum, PCSS
Caregiver Advisory	Program –
	DeWitt County – Kristen Bane & Wonea Garrett, CCSI
	Piatt County – Rosanna McLain,
	Family Service Senior Resource Center
Nutrition –	Emelia Suess, Peace Meal Senior Nutrition
Legal Assistance –	Susan Zielke, Land of Lincoln Legal Assistance Foundation
-	ENIRAL .
Notable Attendeser	

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Notable Attendees:

Illinois Senator Chapin Rose Paige Ehrat – Aide to Illinois Senator Chapin Rose Jenny Baldwin – Aide to U.S. Representative Rodney Davis Dennis (Denny) Madix – ECIAAA Corporate Board Member for DeWitt County

Sissy Leggett – ECIAAA Advisory Council Member for DeWitt County Cara Marcum – ECIAAA Advisory Council Member for Piatt County

DeWitt and Piatt Counties Conversation Results:

Senior Information Services/CPoE:

Funding has been flat for SIS/CPoE.

There is not enough money for marketing and advertising.

CPoE needs an Illinois Statewide brand.

Baby Boomers are aging, meaning the number of senior service clients is increasing.

Section Provent

It could be useful to make people with disabilities a target demographic. To increase funding options.

Caregiver Advisory Services – Caregivers and Grandparents Raising Grandchildren:

More Respite funds are needed. Specifically, Respite funds for Grandparents Raising Grandchildren.

More Gap funds are needed.

Rural residents are less likely to seek GRG services.

Need for online support groups and evidence based classes.

Nutrition Services:

Clinton does not currently have a restaurant program.

Establishing a restaurant program in Clinton is not a high priority for Peace Meal right now since a restaurant program already exists in Farmer City (DeWitt County).

Legal Services:

More money for more staff.

Caregiver advisors are having difficulty finding assistance for grandparents raising grandchildren guardianship cases.

Community Issues Reported in DeWitt & Piatt Counties:

Unmet Needs Medical transportation, especially for dialysis trips.

Douglas County & Moultrie County – January 25, 2018 Location: Mid-Illinois Senior Services – Sullivan Senior Center Total attendance: 17

Presenters:

SIS/CPoE – Moultrie County & Douglas County – Kathi Shackles, Moultrie County Senior Services

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Caregiver Advisory Program – Moultrie County & Douglas County - Kim Adamson, Moultrie County Senior Services

Nutrition – Barbra Wylie, Peace Meal Senior Nutrition

Legal Assistance – John Lafond, Land of Lincoln Legal Assistance Foundation

Notable Attendees:

Paige Ehrat – Aide to Illinois Senator Chapin Rose Vicki Weaver, Care Horizon – Representing Deborah Matthew a Member of ECIAAA's Advisory Council for Moultrie County

Douglas and Moultrie Counties Conversation Results:

Senior Information Services/CPoE:

What is needed is better advertising and marketing.

Overall, Mid-Illinois is happy with the current SIS/CPoE program design model.

Caregiver Advisory Services – Caregivers and Grandparents Raising Grandchildren:

It is very difficult to find affordable in-home care.

We need to find a way to encourage earlier access to support groups. The key is to have caregivers access services before the caregiver is completely worn down and desperate for help.

Continued need to find legal support for guardianship in grandparents raising grandchildren cases.

Nutrition Services:

Peace Meal could use more volunteers.

Better communication on the importance of donations. The new DRI's have not affected people's satisfaction with the meals.

Legal Services:

Better advertising and marketing is needed.

More outreach to younger people. To ensure they are prepared for the legal issues that come with aging.

Community Issues Reported in Douglas & Moultrie Counties:

Unmet Needs

There is a need for rent assistance.

We need to educate the general public on how to work with older adults.

Local Funding

Mid-Illinois receives some money through the Moultrie County property tax referendum.

United Way does not have a significant presence in either county.

Edgar County – February 2, 2018

Location: Chester P. Sutton Community Center of Edgar County Total attendance: 22

Presenters:

SIS/CPoE – Amy Ball – Chester P. Sutton Community Center of Edgar County Caregiver Advisory Program – Judy Barrett – Chester P. Sutton Community Center Nutrition – Barbra Wylie, Peace Meal Senior Nutrition Legal Assistance – Susan Zielke, Land of Lincoln Legal Assistance Foundation

Notable Attendees:

Mary Liz Wright – ECIAAA Corporate Board Member for Edgar County King Sutton – ECIAAA Advisory Council Member for Edgar County

Edgar County Conversation Results: Senior Information Services/CPoE: Improve Advertising. Many people/agencies are not aware of Chester P. Sutton's SIS/CPoE services.

Get in contact with the hospital and other local agencies.

Caregiver Advisory Services – Caregivers and Grandparents Raising Grandchildren:

Improve Advertising. Fliers in Peace Meal packages. Free radio advertising.

Nutrition Services:

Try to expand to more areas outside of Paris (it was noted that this has been tried before, with minimal success).

Legal Services:

If Land of Lincoln would like to hire social work interns, Edgar County social workers may be available to serve as supervisors.

Community Issues Reported in Edgar County:

Unmet Needs

Durable Medical Equipment – There is a free supplier in Georgetown.

Attendees expressed a need for dental care assistance.

Local Funding

United Way has been decreasing funding. Chester P. Sutton has been asking other local funders to help make up for the loss.

Ford County & Iroquois County - February 5, 2018

Location: St. Paul Evangelical Lutheran Church, Gilman Total attendance: 11

Presenters:

SIS/CPoE – Ford County – Lana Sample – Ford County Health Department Iroquois County – Peggy Gossett – Volunteer Services Caregiver Advisory Program – Ford County -Lana Sample– FCHD Iroquois County – Peggy Gossett – Volunteer Services

Nutrition Services – Barbra Wylie , Peace Meal Senior Nutrition Legal Assistance – Adrian Barr, Prairie Legal Services

Notable Attendees:

John Dowling – ECIAAA Iroquois County Board Member Peggy Busey – ECIAAA Ford County Board Member Patrick Doggett – Aide to U.S. Representative Adam Kinzinger

Ford & Iroquois Counties Conversation Results:

Senior Information Services/CPoE:

The ethnic diversity is increasing in Iroquois County. We need to be sure we are properly serving everyone's needs.

Need to improve outreach methods.

State and federal funding has been sporadic.

Providers struggle to help some people who fall in to service gaps.

Nutrition Services:

There has been a nationwide shift away from congregate meals.

Though, Peace Meal has increased congregate meal numbers in their counties.

Peace Meal is always looking to expand their geographic reach.

Legal Services:

Guardianship cases are in demand.

Denial of public benefits cases are in demand.

The public needs to know how and when to contact legal services.

Community Issues Reported in Ford & Iroquois Counties:

Local Funding

No legal funding concerns

Sarah Bush Lincoln has been a very good sponsor for Peace Meal There is strong Ford County government support for senior services In Iroquois County

- United Way funding is stable.
- Volunteer services was dropped by the county 5 or 6 years ago, but made up the money elsewhere.

Livingston County – January 18, 2018 Location: Livingston County Extension Office, Pontiac Total attendance: 11

Presenters:

SIS/CPoE – Annette Morrison, CCSI Caregiver Advisory Services – Kristen Bane & Wonea Garrett, CCSI Nutrition – Barbra Wylie, Peace Meal Senior Nutrition Legal Assistance – Adrian Barr, Prairie State Legal Services

Notable Attendees:

Illinois State Representative Tom Bennett

David Littlefield – Aide to Illinois Representative Tom Bennett Leah Bohlman – Aide to Illinois Senator Jason Barickman Karen Donovan, ECIAAA Corporate Board Member for Livingston County

Livingston County Conversation Results:

Senior Information Services/CPoE:

CCSI would like to increase its presence in Livingston County. More staff time and more money to spend on travel to the county office. Need more funding and staffing.

Need for SIS/CPoE staff with a background in education.

Caregiver Advisory Program:

CCSI would like to increase its presence in Livingston County. More staff time and more money to spend on travel to the county office.

Nutrition Services:

Increases in home delivered meal funding are contingent to increasing the number of meals provided during a given year.

This inhibits Peace Meal's ability to address equipment and facility repair and/or replacement issues.

When budget cuts are made, don't cut nutrition funding more than anyone else.

Peace Meal is considering a restaurant program in Livingston County.

Legal Services:

Any decrease in funding could have a major effect on Prairie State services in Livingston County.

They would have to focus more on McLean County and less on surrounding counties.

Community Issues Reported in Livingston County:

Local Funding

United Way of Livingston County contributes to Peace Meal and Prairie State.

United Way funding has remained consistent.

Macon County – January 29, 2018

Location: Decatur-Macon County Senior Center Total attendance: 16 Presenters:

SIS/CPoE – Becky Edwards, Starting Point/Macon County Health Department Caregiver Advisory Services – Becky Edwards, Starting Point/MCHD Nutrition – Dannika Young, DMCOC; and,

Greg Fritzgerald, Catholic Charities MOWs

Legal Assistance – John LaFond, Land of Lincoln Legal Assistance Foundation

Notable Attendees:

Beverly Offer – Aide to Illinois Senator Chapin Rose

Illinois Representative Sue Scherer

Mandy Davis – Aide to Illinois Representative Sue Scherer

Helen Albert – Aide to U.S. Representative Rodney Davis

Ron Black – ECIAAA Corporate Board Member for Macon County

Margaret Miller – ECIAAA Advisory Council Member for Macon County

Macon County Conversation Results:

Senior Information Services/CPoE:

We need Gap funding for information services.

Macon County has recently launched 211 Information Services through the United Way.

More funding for staff is needed.

Caregiver Advisory Program:

More Respite Care funding is needed. Though, there have been past issues with spending Respite Care funds by the end of the fiscal year.

There are few respite options for grandparents raising school aged grandchildren.

Starting Point/Macon County Health Department reports difficulty in obtaining feedback on their OAA services.

Nutrition Services:

DMCOC recently remodeled their kitchen.

There is a need for congregate meals on weekends and holidays.

DMCOC needs more volunteer support.

The need for donations can be better communicated to meal recipients.

Legal Services:

Nothing noted.

Community Issues Reported in Macon County: Unmet Needs The high number of unmet needs for energy assistance comes from DMCOC's LIHEAP program. DMCOC only has funding for around 300 people per month. Everyone else is placed on a waiting list. *Local Funding*

United Way funding is stable.

The City of Decatur is making significant cuts to the senior center's funding.

McLean County – January 17, 2018

Location: The ARC (Activity Recreational Center), Normal Total attendance: 24

Presenters:

SIS/CPoE – Annette Morrison, CCSI

Caregiver Advisory Services – Kristen Bane & Wonea Garrett, CCSI Nutrition – Barbra Wylie, Peace Meal Senior Nutrition Legal Assistance – Adrian Barr, Prairie State Legal Services

Notable Attendees:

Tyler Craven – Aide to U.S. Representative Rodney Davis Jane Chamberlain – Aide to Illinois Representative Dan Brady Ruth Ann Lipic, ECIAAA Corporate Board Chairperson and representative for McLean County Marilyn Morrow, ECIAAA Corporate Board Member for McLean County Emelia Suess, ECIAAA Advisory Council Member for McLean County

Mindy Morgan, ECIAAA Advisory Council Member for McLean County

McLean County Conversation Results:

Senior Information Services/CPoE:

Need for improved outreach. People are still not fully aware of SIS/CPoE and SHIP services.

Need more funding for increased staffing, especially for outreach. SIS/CPoE needs a Statewide brand.

Caregiver Advisory Program:

Need for improved outreach.

People are still not fully aware of Caregiver and GRG service options. Gap filling funds need to be less sporadic.

GRG's and caregivers need more organized "nights out" of the house. Increase the monetary benefits available to GRG's. Nutrition Services:

Peace Meal wants to continue their expansion in rural areas. Peace Meal is having difficulty opening a restaurant program in McLean County.

Legal Services:

Nothing noted.

Community Issues Reported in McLean County:

Local Funding County 15 TRAL -ville The United Way of McLean County is having to make severe cuts to their funded agencies.

Shelby County – January 25, 2018 Location: Shelby County Senior Center, Shelbyville Total attendance: 10

Presenters:

SIS/CPoE – Marsha Johnson and Angie Oldham, CCSI Caregiver Advisory Services - Kim Adamson, Mid-Illinois Senior Services Nutrition – Barbra Wylie, Peace Meal Senior Nutrition Legal Assistance – John LaFond, Land of Lincoln Legal Assistance Foundation

Notable Attendees:

Paige Ehrat – Aide to Illinois Senator Chapin Rose Carolyn Halbrook – Aide to Illinois Representative Brad Halbrook Steve Melega, ECIAAA Corporate Board Member for Shelby County Angela Oldham, ECIAAA Advisory Council Member for Shelby County

Shelby County Conversation Results:

Senior Information Services/CPoE:

Need for improved outreach. Finding new ways to inform people of SIS/CPoE services.

Legislators and their aides need to be educated about SIS/CPoE services, so they know how to help/refer older adults calling their offices.

More outreach is needed for younger people, to be certain they are ready for the issues that come with aging.

Caregiver Advisory Program:

There is a need for improved outreach.

Nutrition Services:

Peace Meal can always improve outreach and advertising. Peace Meal is always on the lookout for opportunities to expand.

Legal Services:

More outreach is needed for younger people, to be certain they are prepared for the legal issues that come with aging.

Community Issues Reported in Shelby County: Nothing noted.

TRAL 2018 Vermilion County – February 1, 2018 Location: CRIS Healthy-Aging Center Total attendance: 17

Presenters:

SIS/CPoE – Amy Brown, CRIS Healthy-Aging Center Caregiver Advisory Services - Amy Brown, CRIS Healthy-Aging Center Nutrition - Amy Brown, CRIS Healthy-Aging Center Legal Assistance - Susan Zielke, Land of Lincoln Legal Assistance Foundation

Notable Attendees:

Reno Jamison - Aide to U.S. Representative John Shimkus Betty Seidel – Aide to Illinois Senator Scott Bennett Mike Marron – Vermillion County Board Chairman Scott Eisenhauer – ECIAAA Corporate Board Member for Vermilion County and Mayor of Danville Nicole Dowling - ECIAAA Advisory Council Member for Vermilion County

Vermilion County Conversation Results:

Senior Information Services/CPoE:

Need more funding and staffing

Especially, more funding for marketing. Finding new ways to get the word out.

CRIS has an outdated digital infrastructure that needs to be replaced. Technology and digital communication tools should be available for older adults to use.

Caregiver Advisory Program:

There needs to be an online option for support groups and evidence-based classes.

We need educational tools to inform caregivers of when they need to place their care receiver in a facility.

Nutrition Services:

CRIS would like more funding to make meals for those with highly specialized diets.

CRIS is at capacity for their home delivered meals. Have begun placing people on a wait list.

Legal Services:

Need more funding for increased staffing.

Community Issues Reported in Vermilion County:

Local Funding

There has been a steady decline in United Way funding for the past ten years.

The Vermilion County United Way wants to focus more on youth.

